Status Report for San Diego Mesa College
Strategic IT Plan

LISTING OF COLLEGE AND IT GOALS

COLLEGE GOALS:
1. To deliver and support exemplary teaching and learning in the areas of transfer education, associate degrees, career and technical education, certificates, and basic skills.
2. To provide a learning environment that maximizes student access and success, and employee well-being.
3. To respond to and meet community needs for economic and workforce development.
4. To cultivate an environment that embraces and is enhanced by diversity.

IT GOALS:
1. **TECHNOLOGICAL SUPPORT**: We will use best practices in Information Technology to enhance Student Learning Outcomes and deliver Student Services. We will foster Information Literacy in the classroom, in the Learning Resources Center, and through distance education.
2. **CLASSROOM-BASED TECHNOLOGY**: We will integrate Information Technology into classroom-based instruction to increase access to information and learning.
3. **DISTANCE LEARNING AND DISTANCE COMPONENTS FOR ON CAMPUS CLASSES**: We will develop and deliver distance learning courses and programs designed to expand learning opportunities while maintaining standards and best practices in each course and program.
4. **ADMINISTRATIVE EFFICIENCY**: We will install and maintain appropriate levels of Information Technology throughout the college while ensuring that we maintain SDCCD. This effort will include information technology systems that support the business of the college and that provide access for decision-making.
5. **PROFESSIONAL DEVELOPMENT**: We will implement ongoing technology-related professional development and training programs for all full and part-time faculty and staff.
6. **COMMUNICATION**: We will use all available information technology capabilities effectively to facilitate open dialog among administrators, faculty, and staff, to provide effective communication between instructors and students, and to market the college.
7. **FISCAL RESOURCES FOR TECHNOLOGY**: We will allocate an appropriate portion of general and restricted funds for Information Technology at Mesa College. This will ensure that technology and purchases are directly related to the documented program requirements.

UPDATE SUMMARY: 2013

1.1 Purchase and deploy computers: IELM was eliminated from the state budget in for 2010.-2011 If available at end of year, recommend $100K (general fund) be allocated to replace existing out of warranty dated computers.

1.3 Replace computer and AV equipment on a four-year cycle: Currently there are 958 computers out of warranty, including 22 Mesa servers. There are 226 LCD Projectors, AV Control Systems, and Document Cameras out of warranty. The total cost to update this equipment is estimated at $1,560,705.

1.5.1 New classrooms are accessible: Accessibility has been addressed in all new construction building programs. The campus is committed to meeting ADA standards.

2.1 Technical support for faculty use of technology: Recommend replacing AV Librarian when funds are available. This is a campus-wide priority given the huge increase in AV systems at Mesa.

2.2 Online technologies to extend learning: There is a need for additional staff to assist faculty members with online course development including video production, technical support in Flash, Synchronous Online Instruction, Closed Captioning, ADA and 508 compliance, and Interactive Web Pages to enable data collection for Student Learning Outcomes

2.10 Campus-wide wireless services: The LRC, Allied Health Building, The Quad, and Open-air SS Waiting area have student wireless connectivity. Extend wireless connectivity to all buildings and common areas used by faculty and students, and to faculty offices in existing buildings as funding becomes available.

3.4 Support Services for Online classes: A librarian dedicated to Online Services is a member of the LRC faculty. Tutoring and Counseling services for online students are available.

6.3 Email communication: The overall capacity of the email system was increased in 2011 and the spam guard system was significantly enhanced. An upgrade to Exchange 2010 was conducted in Summer 2011. This upgrade allows:
1. Allow Mac users to use Outlook for email.
2. Allow district mail to faculty members be forwarded to a commercial account upon request.
3. This will assist adjunct faculty who work at many campuses.

6.3.1 Student email accounts: Students do not have SDCCD provided email accounts at this time. SDCCD District IT is investigating the Microsoft interface to provide email to students with .edu extension. This is the next project on District IT list.

1. TECHNOLOGICAL SUPPORT: We will use best practices in Information Technology to enhance Student Learning Outcomes and deliver Student Services. We will foster Information Literacy in the classroom, in the Learning Resource Center, and through distance education.

Strategies	College Advocate	Subject Matter Experts	Status 2013	Supports College Goals	Assessment / Recommendations
1.1 Purchase and deploy computers (and ancillary equipment) for use in on-campus classrooms, online classrooms, computer labs, and the Learning Resource Center based on program review requirements, enrollment management, and best practices in teaching and learning.	Tim McGrath	Dan Gutowski; Bill Craft; Michael Davis (all); Chris Horvath (PC); Dion Aquino (Mac); Kevin Branson	IELM was eliminated from the state budget in 2010. FF&E funding is available to equip the Student Services Center with needed computer equipment. 369 computers have been deployed. Faculty and in particular, adjunct instructors, often bear the cost of software and hardware needed to create content and teach an online course. If the cost of software used to create multimedia or interactive content is too high, the instructor falls back on delivering information using a text based format.	1,2	If available at end of year, recommend $100K (general fund) be allocated to replace existing out of warranty computers. Continue to pursue funding for replacement computers to ensure that a 4-year replacement cycle for installed computers is maintained whenever possible. Ensure Budget Development and Planning Committee is informed of campus computer and software needs. Maintain a wide variety of computer programs in the LRC faculty lab to ensure that expensive software programs are centrally available for faculty use.
1.2 Ensure that campus computing resources are available for students at the hours of the day and days of the week when they are needed to support Student Learning Outcomes.	Bill Craft	Dan Gutowski; Michael Davis	Fall and Spring, LRC is open: M-Th from 7a.m.-10p.m.; F from 7a.m.–5p.m. Summer, the LRC is open: M – F 7a.m. to 5p.m.	1,2	

Strategies	College Advocate	Subject Matter Experts	Status 2013	Supports College Goals	Assessment / Recommendations
1.3 Establish a campus-wide program to replace AV equipment, including computers and other ancillary equipment on a four-year cycle.	Dan Gutowski	Bill Craft; Tim McGrath; Kevin Branson; Michael Davis; Ken Einstein; Charlotta Robertson	See addendum for listing of out of warranty AV and IT equipment. Mesa computers are in use up to eight years due to budget constraints. This is well beyond their four-year warranties and impacts student learning.	1,2	Maintain a 4-year replacement cycle for all campus IT and AV equipment. Replace or upgrade software required for instruction approximately every 18 months. Report to President's Cabinet any replacement action backlog for items 1 and 2 above.
1.4 Provide an appropriate level of technical staff support for both on campus students and those learning at a distance.	Bill Craft	Michael Davis; Roger Olson; Charlotta Robertson; Andrea Henne	Technical staff support for on campus instruction is understaffed. Compared to 2004, the Instructional Computer Lab staff has 4 fewer positions because of elimination (1) retirement (2) death (1). The only CIL staff ILT-CS position is vacant and defunded. Distance Education is adequately supported by District and Mesa staff and faculty.	1,2,3	Hire additional staff for campus computer labs.
1.5 Ensure that information technology is accessible to all students, including those with disabilities.				1,2,3,4	
1.5.1 New classrooms will be designed to ensure accessibility.	Tim McGrath	Jill Jansen; Kevin Branson	Accessibility has been addressed in all new construction building programs. The campus is committed to meeting ADA standards.	2,3,4	Keep an LRC AV representative on the district Adaptive Technology Specialists Committee.

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1.5.2 Official websites will be developed in compliance with established accessibility standards.	Steve Manczuk	Steve Manczuk; Alison Gurganus; Jill Jansen	The campus Web Designer has implemented a Content Management System (text only for use on the Mesa Website). All pages meet XHTML 1.0 (Strict), CSS 2.1, and ADA/508 compliance standards.	2,4	
1.5.3 Closed captioning facilities and staffing will be enhanced to provide appropriate support for Technology Mediated Instruction developed at the college.	Hank Beaver	Gail Conrad; Ria Phillip; Steve Manczuk; Mike Gast; Jill Jansen; Alison Gurganus; Hank Beaver;	SDCCD Online Learning Pathways provides closed-captioning support on a limited basis. They have established space on the server for faculty to upload files to be closed-captioned and to download them after captioning has been completed.	2,4	
1.6 Ensure that on-line resources have appropriate bandwidth and high availability.	Bill Craft	Ken Einstein	Currently each Campus is at a different bandwidth level. Mesa College is at 250 Mps from the main telecom room to the SDCCD Data Center.	1,2,3	We recommend improvement of connectivity, to investigate instructor priority access to web so instruction with web access is streamlined and to port management to raise priority level for instructor podiums in classrooms.

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1.7 Develop and deliver student services by using portal technology that integrates student enrollment, counseling, communication, and administration in a single system.	Julianna Barnes	Bill Craft; Dion Aquino; Chair of Counseling	This goal has not been met and funding has not been identified. This is a district-wide issue; Mesa will continue to work with SDCCD SS and IT.	1,2,3,4	
1.8 The Mesa Information Technology Committee (MIT) will frequently assess the status of information technology as used in the delivery of services to Mesa College students, faculty, staff and maintain the campus Information Technology Strategic Plan. The committee shall also serve in an advisory capacity to faculty, staff, and administrators on matters pertaining to instructional, administrative, and student services computing, telecommunications, and other technologies.	Bill Craft	MIT Committee; Office of Institutional Effectiveness	The MIT committee has updated the Mesa IT Strategic Plan for 2013 and prepared a status report for each goal in the plan.	1,2,3	Develop new and/or utilize existing mechanisms for assessment and feedback with regard to effectiveness of the MIT Strategic Plan. The office of Institutional Effectiveness will be engaged to support this process.
1.9 Identify and implement new technologies that enhance the delivery of support services to students.	Julianna Barnes	Bill Craft	Student Services has implemented online orientation and counseling. The new Student Services Building has state-of-the-art technology.	1,2,3,4	
1.10 Streamline Student Services processes through the use of digital imaging.	Julianna Barnes	Bill Craft	Financial Aid and EOPS have digitizing scanners which enable the staff to scan student documents to a digital format. These documents are more accessible as they are then available for staff viewing through WebExtender, a secure online interface.	1,2,3,4	

2. CLASSROOM-BASED TECHNOLOGY: We will integrate Information Technology into classroom-based and to increase access to information and learning.

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2.1 Provide adequate technical support to assist faculty in the design, development, and use of technology in the teaching and learning process in the classroom.	Bill Craft	Karen Owen; Hank Beaver; Michael Davis	Equipment: Flex classes can be offered as needed each time a new technology enhanced classroom installation is completed. In addition, refresher classes and one-on-one training sessions are routinely provided. The AV Supervisor meets with all faculty members interested in upgrading their classroom presentation systems, and the Academic Computing Supervisor meets with them regarding classroom computer installations. These plans are incorporated into Program Reviews for planning and funding purposes. The AV Librarian position is vacant which means there is less technical support available to support the design and development of technology to meet instructional needs. The Supervisor of Academic Computing continues to work with faculty regarding classroom computer installations and collaborates with the AV Supervisor on all audiovisual classroom installations.	1,2,3	Replace AV Librarian when funds are available. This should be viewed as a campus-wide priority given the huge increase in AV systems at Mesa College.

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2.2 Use web-based technologies to extend learning and communication opportunities beyond the classroom.	Bill Craft	Karen Owen; Steve Manczuk; Alison Gurganus	While instructors have gained experience, institutional support at Mesa for the creation and use of learning objects and communication technologies in online courses, is still somewhat limited. Mesa has one full-time faculty member in the CIL who is available to work with classroom faculty members who are developing online content. SDCCD Online Learning Pathways has two instructional designers who are available to support Mesa faculty. However, additional support at the campus and district level is required to accommodate the growing demand. Mesa students and faculty now have access to the 24/7 online reference librarian via log in "Ask a Librarian" chat service. 10% of Mesa classes are online.	1,2,3,4	There is a need for additional staff and/or release time to assist faculty members with online course development including video production, technical support in Flash, Synchronous Online Instruction, Closed Captioning, ADA and 508 compliance.
2.3 Standardize the bidding and creation of Smart Classrooms.	AV Supervisor	Bill Craft; Michael Davis; Ken Einstein; Kevin Branson	Mesa has 98 classrooms built with technology enhanced presentation systems. 12 Presentation Carts and 110 LCD projectors are used. The 58 non-smart classrooms are limited to TV, DVD/VCR, screen and optical overhead projectors. Proposition S & N buildings are coming online which is a major source of new smart classroom installations on campus. With the advance of technology and specialized nature of some disciplines, these installations require full integration of AV and IT staff and operations. Technology needs are adapted to individual applications and what best supports Student Learning Outcomes. Funding to replace aging systems was unavailable in 11-12 because IELM funding was eliminated.	1,2,3,4	Classroom count, configuration and location are in continuous flux due to ongoing Proposition S&N projects. An annual classroom audit is needed to monitor constant campus shuffle.

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2.4 Match our equipment and software to industry standards.	Bill Craft	Carlos Toth; Susan Lazear; Karen Owen; Duane Wesley; Kevin Branson	For the most part, the hardware and software used in the classrooms meet industry standards. Windows based hardware and software is available for general computing purposes. In career areas such as Multimedia, Fashion, and Art, where Macintosh computers are used in the workplace, Macintosh computers are used in the classroom.	1,2,3,4	
2.5 Audio Visual systems that support classroom instruction will be fully integrated into the campus IT system.	AV Supervisor	Charlotta Robertson; Chris Horvath; Michael Davis; Carlos Toth; Kevin Branson	All new installations continue to use the Extron MLC 226 IP Link controller. Both AV ILTs are trained on the Global Configurator. However, the system is not used to its full capacity given lack of available staff support for the system. All AV processes related to IT are coordinated with the Supervisor of Academic Computing, who is the system administrator for all smart classroom computers.	1,2,3,4	As funds are available we recommend hiring staff to fully support the MLC and Global Configurator systems.
2.6 Audio Visual systems that support classroom instruction will allow classroom-based instruction to integrate smoothly with distance education techniques.	AV Supervisor	Hank Beaver; Andrea Henne	The use of video in online courses has been supported and implemented by the Instructional Systems Specialist on campus. Training in Camtasia has provided the opportunity to create training videos.	1,2,3,4	

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2.7 Copyright standards and software licensing agreements will be strictly observed in classroom and distance education instruction.	Devin Milner	Andrea Henne; Kevin Branson	Copyright continues to be upheld with current practices already in place. Regarding copyright compliance on videos, all duplication decks have been removed from audiovisual booths, and no videos are duplicated by AV staff without expressed written permission from the copyright owner. AV production work is evaluated for copyright clearance prior to the commencement of work. The AV website has a copyright page that provides links to resources, information, and tutorials on copyright. The acting AV Librarian provides guidance on copyright compliance for faculty website creation. With the creation of the new acquisition and receiving model for all technology related equipment and software, all new software must be processed through the Software Technician's office. All college software licensing agreements continue to be administered through the Software Technician's office, which has streamlined all purchases and the loading of software on college computers.	1,2,3	
2.8 Provide Technological Support for on campus tutoring programs.	Tim McGrath	Bill Craft; Michael Davis; Carol Sampaga	The tutoring center, now known as the Academic Skills Center, has been relocated to the Student Service building and received AV and IT equipment upgrades as part of FF&E outfitting.	1,2,3,4	
2.9 Standardize choice of classroom clicker system.	Bill Craft	Inna Kanevsky	Currently there is no standard system in use by Mesa faculty.	1	
2.10 Extend wireless services to the entire campus, including adequate technical support.			Wireless connectivity has been established in these locations: 1. LRC (all floors) 2. Allied Health Building 3. Open-air in Quad 4. Student Services Center (all floors) 5. Design Center (all buildings) 6. Math and Science Building (install in progress)	1,2,3	Extend wireless connectivity to all buildings and common areas used by faculty and students and to faculty offices in existing buildings as funding becomes available.

3. DISTANCE LEARNING AND DISTANCE COMPONENTS FOR ON-CAMPUS CLASSES: We will develop and deliver distance learning courses and programs designed to expand learning opportunities while maintaining standards and best practices in each course and program.

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3.1 Encourage faculty to use distance learning techniques for distance education as well as for support of on campus classes.	Bill Craft	Karen Owen; Hank Beaver; Alison Gurganus	Full-time Online Services Librarian position is fully established. Significant progress has been made in all schools with respect to online course offerings. The Web Support Department in the School of Learning Resources and Technology has expanded. All faculty who teach online or use Blackboard to support their classes, are required to complete the online training on Blackboard-Learn 9.1.	1,2,3,4	
3.1.1 Promote the interchange of effective teaching methods and the use of online support. .	Hank Beaver	Alison Gurganus; Karen Owen; Duane Wesley	SDCCD Online Learning Pathways has created a district-wide blog for faculty discussions. GIS faculty members have implemented the use of social networking sites for faculty/student interaction. Currently, faculty and students are using cloud resources in day to day classroom activities.	1,2,3,4	Assess current usage of cloud resources by students and faculty to determine the scope of a need for a campus or district secured cloud resource.
3.1.2 Evaluate the wisdom and practicality for developing MOOC technologies to determine the appropriate implementation, if any, to support the mission of the college.	Duane Wesley	Hank Beaver; Kevin Branson	An SDCCD taskforce on MOOC's has been formed and two Mesa representatives are members.	1,2,3,4	
3.2 Work closely with SDCCD Online Learning Pathways to collect, disseminate, and foster best practices.	Bill Craft	Hank Beaver; Karen Owen; Jill Jansen; Duane Wesley; Alison Gurganus	There are five Mesa College members on the SDCCD Online Learning Pathways Steering committee. The committee continually reviews best practices. Each year, Mesa participates in the SDCCD Online Learning Pathways Showcase, which shares best practices.	1,2,3,4	

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3.3 Work closely with SDCCD Online Learning Pathways to develop and implement feedback mechanisms for gaining student input into the development and delivery of distance learning courses and programs.	Karen Owen	Jill Jansen; Julianna Barnes; Tim McGrath	An online faculty teaching evaluation instrument has been developed and adopted by SDCCD and AFT. SDCCD has added an online course evaluation tool that faculty can use to get student feedback. This tool is a part of the formal evaluation process. Additionally, SDCCD Online Learning Pathways conducts student satisfaction surveys.	1,2,3,4	
3.4 Work closely with SDCCD Online Learning Pathways to review and document all aspects of support services required to enhance distance learning. This includes student services and academic services.	Bill Craft	Tim McGrath; Julianna Barnes; Andrea Henne; Alison Gurganus; MIT Committee	A librarian dedicated to online services is a member of the LRC faculty. Counseling services for online students are available. Mesa Tutoring does not currently have Distant Education online tutoring services but plans to in the future.	1,2,3,4	Using Accreditation Standards as a guide, ensure that Mesa's online program delivers appropriate academic and student services to all online students.
3.5 Work closely with SDCCD Online Learning Pathways to develop and implement mechanisms to improve retention and persistence in distance learning courses, including online assessment and orientation models to better prepare students for success in distance learning courses and programs.	Bill Craft	Julianna Barnes; Bill Craft; Andrea Henne; MIT Committee; Alison Gurganus	There are student tutorials for online classes, online orientation classes, face-to-face orientation classes, online help, 24/7 technical telephone support, and a 24/7 Online Service Librarian. There are SDCCD tools for assessing student skills that increase student awareness of skills needed for success in online classes.	1,2	

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3.6 Enhance learning resources and services provided in the Learning Resource Center to increase availability to any student learning at a distance.	Bill Craft	Roger Olson; Hank Beaver; Andrea Henne; Alison Gurganus	The Online Service Librarian participates in the 24/7 online librarian services and coordinates online librarian services for Mesa College. Online library orientation and instruction material is available.	1,2,3,4	
3.7 Increase the level of Mesa College's involvement with SDCCD Online Learning Pathways.				1,2,3,4	
3.7.1 Work closely with SDCCD Online Learning Pathways to develop and implement district-wide distance learning policies. (i.e., for recommended class size, intellectual property rights, etc.)	Bill Craft	Tim McGrath; Karen Owen; Hank Beaver	Mesa is an active participant in the development of district-wide distance learning policies and procedures. Administrators and faculty have input through the SDCCD Online Learning Pathways Steering Committee. Faculty have input through the Academic Senate and through its ad-hoc committee on Online Instruction; The Dean of Learning Resources and Technology is tasked with coordinating Distance Learning support at Mesa. The VPI is fully involved in developing college policies and procedures that relate to online instruction. There has been a trend to increase the number of students in online sections that are often disproportionately higher than the number of students in an on campus section.	1,2,3,4	Review literature for current distance learning best practices in regards to how class size affects student success and retention.

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3.7.2 Continue to provide representatives to the SDCCD Distance Education Steering Committee to develop online delivery methods, website authoring tools, and online course management processes and procedures.	Karen Owen	Bill Craft; Hank Beaver; Alison Gurganus	Faculty from a variety of disciplines have expressed the need to improve their online courses through the use of communication tools. It has become clear that the tools, and the way the tools are used, vary from discipline to discipline. Best practices are being incorporated into online instruction and online training modules. Faculty members are starting to deliver online, real-time lectures as an optional online class activity; they are also meeting online with individual students via Live Classroom; faculty are holding these meetings as online office hours. Faculty are also meeting online with on campus students who need additional help with a concept or project.	1,2,3	
3.7.3 Purchase software to support online course development and enhancement for both on campus and distance education faculty.	Bill Craft	Karen Owen; Hank Beaver; Alison Gurganus	Budget constraints restrict funding for new software.	1,2,3,4	Continue to advocate for funding for software to support online faculty course development.
3.8 Investigate the feasibility of streaming server capabilities at the campus level.	Michael Davis	AMSL; Joe Halcott	SDCCD Online Learning Pathways has just brought streaming video online. The American Sign Language Department has purchased computers and servers to facilitate streaming of video teaching content.	1,2,3,4	
3.9 Maintain Create a procedure to facilitate the compliance of video streaming with the TEACH Act.	AV Supervisor	Michael Davis; William Craft	Interim AV Librarian workload demands have made sustaining this project difficult. Lack of AV Librarian has slowed this project.	1,2,3,4	Dean of Learning Resources and Information Technology should include the need for a new AV Librarian.

4. ADMINISTRATIVE EFFICIENCY: We will install and maintain appropriate levels of Information Technology throughout the college while ensuring that we maintain SDCCD. This effort will include information technology systems that support the business of the college and that provide access for decision-making.

Strategies	College Advocate	Subject Matter Experts	Status 2013	Supports College Goals	Assessment / Recommendations
4.1 Establish, implement, and modify, as required, minimum functional standards for faculty and staff, desktop computing including hardware, software, and network access.	Bill Craft	Dan Gutowski; Michael Davis; Ken Einstein; Chris Horvath; Carlos Toth; Kevin Branson	All new computers purchased in 2013-2014 will be at least i5; 4 gigs of memory; 500 gig hard drive; 1 gig dedicated video card; 22" wide-format LCD monitor. Our Macintosh population is growing and the standard is currently the new iMacs with 23" screen, i5 processor, 4 gigs RAM, 320 gig hard drive.	1,2,3,4	
4.2 Develop and implement a campus-wide plan to update all technology used to support administration, faculty and staff.	Bill Craft	Tim McGrath; Julianna Barnes; Dan Gutowski; Bill Craft; Kevin Branson; VTEA Committees	A full inventory of campus hardware and software was conducted in 2012 and updated throughout 2013. It will be sight-check updated during Summer 2013. Software and hardware are tracked by the Campus Software Technician; properly licensed software is used on campus. Currently, the campus has approximately 1,880 computers installed. New computer installations are justified by program review.	1,2,3,4	Ensure that campus budget development includes adequate resources to maintain installed hardware and software base. Ensure that as new buildings are constructed, plans are developed and funding is dedicated to support the equipment and technology that is built in to the new structures. See Item 1.3 above.
4.3 Develop, update, and maintain the technical infrastructure required to support seamless communication between campus buildings and all district sites.	Bill Craft	Ken Einstein; Dan Gutowski; Michael Davis; Hamid Hamidy; Alex Napoles	Connectivity was extended to Muir School, the Allied Health Building, and the Police Substation. The Digital Art Lab has been equipped with Internet access. Ghost Console and Apple Server – Net Boot is used for remote functions: reimage, install software on demand, and power management.	1,2,3	Recommend Wifi implementation campus wide.

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4.4 Encourage the implementation of a district-wide, web based portal system which integrates all administrative Information Technology requirements into a single web or intranet accessible system.	Bill Craft	Tim McGrath; Julianna Barnes; Kent Keyser; Lynn Neault; Steve Manczuk	A Portal System is planned for long-term implementation by SDCCD.	1,2,3	
4.5 Support and use a district-wide institutional research database that contains reliable data accessible to faculty and staff, capable of handling ad-hoc queries.	President	**Bri Hays;** Tim McGrath; Julianna Barnes; Jill Baker	Newly created Dean of Institutional Effectiveness and Mesa's Campus based researcher have begun working together in support of this strategy.	1,2,3,4	
4.6 Promote Flexibility and fast track solutions for the purchasing and upgrading of technology on campus.	Michael Davis	Charlotta Robertson	On campus purchasing processes have been streamlined.	1,2,3	
4.7 Raise the $200 spending limit to $1000 for supplies.	Michael Davis	Dan Gutowski; Bill Craft; MIT Committee		1,2,3	
4.8 Investigate the feasibility and software to implement knowledge-based technology for Program Review process and use the resulting data for campus-wide planning and resource allocation.	Jill Baker; Bri Hays	Kent Keyser; Dan Gutowski; Charlotta Robertson; Karen Owen; Steve Manczuk; Kevin Branson; Bill Craft; MIT Committee	Taskstream system has been expanded to support Program Review.	1,2,3	

5. PROFESSIONAL DEVELOPMENT: We will implement ongoing technology-related professional development and training programs for all full and part-time faculty and staff.

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5.1 Develop and implement methods for obtaining faculty and staff input related to technology training needs and issues.	Karen Owen	MIT Committee	The MIT committee has members from varied disciplines: MULT, GIS, WEBD, CBTE, CISC, CHEM, MUSI, PSYC, Math and Science, Administrators, LRC Faculty and Technical staff, Instructional Technology Faculty, Student Representative.	1,2,3,4	
5.2 Provide technical training to all faculty and staff about technology currently available throughout the district and how to access it.	Bill Craft	MIT Committee; Hank Beaver	SDCCD Online Learning Pathways conducts extensive training for faculty seeking information about online instruction. One full-time Mesa faculty member is in the CIL to provide full-time support to Mesa's contract and adjunct faculty in the 12 stations "faculty only" computer lab.	1,2,3	
5.3 Use the faculty Flex program to support ongoing year-round, campus-wide technical training programs.	Hank Beaver	Carlos Toth; Bill Craft; SDCCD Online Learning Pathways	The CIL, AV, and Library faculty and staff provide a wide range of Flex activities throughout the year. Every month, training is offered online using Blackboard Learn 9.1. A library of online training videos is being developed on how to use online technologies available on the SDCCD Online Learning Pathways website.	1,2,3	
5.3.1 Use various delivery modes, including classroom instruction, independent study, and Technology Mediated Instruction (TMI).	Hank Beaver	Carlos Toth; Kevin Branson	Mesa provides 20 year-round subscriptions to the Lynda.com training service for staff and faculty. This service offers world-class training using online videos. The 20 subscriptions are managed through the LRC and may be reassigned to a different person each month to ensure maximum use.	1,2,3	

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5.3.2 Schedule training classes at various times and on various days.	Hank Beaver	Carlos Toth; Alfonso Saballett	Flex classes for faculty and staff are scheduled throughout the year.	1,2,3	
5.3.3 Provide professional development and training on both administrative and academic technologies and applications.	Hank Beaver	Carlos Toth; Alfonso Saballett; Bill Craft	Transition training from Office 2007 to 2010 and Windows XP to Windows 7 is complete. Ongoing training in Office 2010 and Windows 7 is available from LRC staff.	1,2,3	
5.4 Provide discipline and job specific training on technology tools and applications.	Bill Craft	School Deans	Flex training is available to faculty and staff.	1,2,3	
5.5 Provide and support specific training and general information on ADA/508 requirements, fair use copyright law, intellectual property, and other pertinent legal issues as these relate to the use of technology in SDCCD and at Mesa College.	Jill Jansen; Tim McGrath	Bill Craft; LRC Faculty; SDCCD Online Learning Pathways	SDCCD Online Learning Pathways provides online Flex training and certification for these topics.	1,2,3,4	
5.5.1 Requests for online disability accommodations should be made through DSPS and provided only upon student requests – to mirror ADA compliance in a traditional classroom setting. Accommodations will be handled through DSPS.	Karen Owen; Jill Jansen	DSPS; SDCCD Online Learning Pathways, Dave Giberson; Jill Jansen; Erica Higginbotham	DSPS will provide guidance to faculty needing accommodations. SDCCD Online Learning Pathways offers support for closed captioning for online instructional videos.	1,2,3,4	
5.5.2 Establish an online system to submit instructional digital media for modification to provide DSPS student accommodations.	Karen Owen	Bill Craft; DSPS; SDCCD Online Learning Pathways, Dave Giberson; Erica Higginbotham	SDCCD Online Learning Pathways provides limited staff support to do closed captioning. Recent commercially available software has been significantly improved making closed captioned much easier.	1,2,3,4	

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5.6 Include information about technology resources in the faculty orientation and mentoring program.	Bill Craft	Hank Beaver; Jean Smith	At the new faculty orientation, information is provided on how to access technology support which is available to all faculty members. Flex activities are offered at this time to familiarize faculty with AV equipment and media (video) support.	1,2,3	
5.7 Faculty Lab in the LRC is available to all faculty and individual training is available on request.	Hank Beaver	Hank Beaver	A variety of equipment and software is available: scanners, Mac and PC computers, printers.	1,2,3,4	

6. COMMUNICATION: We will use all available information technology capabilities effectively to facilitate open dialog among administrators, faculty, and staff, to provide effective communication between instructors and students, and to market the college.

Strategies	College Advocate	Subject Matter Experts	Status 2013	Supports College Goals	Assessment / Recommendations
6.1 Use the Mesa College website as a primary means of internal and external communication.	Steve Manczuk	Lina Heil; Alison Gurganus	The Web Designer and Public Information Officer routinely coordinate to ensure that the website is useful and can serve as the primary means of internal and external communication for the college. Moreover, the Web Designer ensures that the official Mesa College Web Site conforms to ADA/508 standards and will ensure that all new content added to the site will conform as well. Web CMS (Web Content Management System) access has been expanded – content managers can personally update their Mesa webpages.	1,2,3,4	
6.2 Centralize all campus web support activities under the School of Learning Resources and Information Technology.	Bill Craft	Steve Manczuk; Hank Beaver; Mike Gast; Michael Davis; Kevin Branson; Alison Gurganus	The Web Support Department has been established within the LRC and provides excellent support for all campus web requirements.	1,2,3,4	

Strategies	College Advocate	Subject Matter Experts	Status 2013	Supports College Goals	Assessment / Recommendations
6.3 Work closely with the District IT staff to ensure reliable email communication with all members of the college community, including all members of the following groups: administration, contract and adjunct faculty, full and part time staff, and students.	Bill Craft	Ken Einstein; Alex Napoles	The overall capacity of the email system was increased in 2011 and the spam guard system was significantly enhanced. An upgrade to Exchange 2010 was conducted in Summer 2011. This upgrade allows: 1. Mac users to use Outlook for email. 2. District mail to faculty members be forwarded to a commercial account upon request. 3. Adjunct faculty who work at many campuses.	1,2,3	
6.3.1 Investigate solutions (including open source) for the creation of student (.edu) email accounts.	Duane Wesley	Steve Manczuk; Michael Davis; Alex Napoles; Kent Keyser	Students do not have SDCCD provided email accounts. District is investigating Google or Microsoft interface to provide email to students with .edu extension.	1,2,3	Make student email accounts available with .edu extension.
6.4 Investigate alternatives for expanding off-campus access to SDCCD technology resources and information systems. The goal is to make faculty and staff operate from home as effectively as they can in their offices.	Bill Craft	Ken Einstein; Duane Wesley; Alex Napoles	The upgrade has been completed to Exchange 2010 and provides a much more powerful version of Outlook Web Access for use by faculty and staff at home.	1,2,3,4	Work with Kent Keyser to look at new technologies as they arise to facilitate cloud computing, networking and virtual computing. Investigate the value and feasibility of a secure district cloud resource to meet the needs of faculty and students.

7. FISCAL RESOURCES FOR TECHNOLOGY: We will allocate an appropriate portion of general and restricted funds for Information Technology at Mesa College. This will ensure that technology and purchases are directly related to the documented program requirements.

Strategies	College Advocate	Subject Matter Experts	Status 2013	Supports College Goals	Assessment / Recommendations
7.1 Develop a multi-year technology implementation plan, incorporating Total Cost of Ownership (TCO) concepts into the acquisition and support of information technology to support future buildings funded by Proposition S & N or other sources.	Dan Gutowski	Bill Craft; Tim McGrath; Julianna Barnes; Michael Davis; Building Committees; Alex Napoles; Facilities Committee; Kevin Branson	Building Committees have made significant progress developing plans for new buildings but overall technology costs are still funded primarily by one-time money. Chair, MIT Committee has been made a member of the Mesa Planning & Institutional Effectiveness Committee (PIE). Budget limitations have necessitated the increased use of computers that are out of warranty. See 2012-2013 IT Backlog Appendix I and Strategy 1.3.	1,2,3,	Develop transparent funding plans to support the ongoing maintenance costs of technology at Mesa College. See Item 1.3 above. Appropriate technology staff support for new buildings should be included in the Total Cost of Ownership estimates for the building.
7.2 Prioritize information technology spending in accordance with institutional goals, enrollment management, and ongoing program review, making choices that can be adequately funded on an ongoing basis by identified and allocated funds.	Tim McGrath	Dan Gutowski; Bill Craft; Julianna Barnes; Mesa Budget Committee; Jill Baker	The Budget and Allocation Recommendation Committee (BARC) reviews new technology requirements on an annual basis and makes allocation recommendations to President's Cabinet.	1,2,3	

Strategies	College Advocate	Subject Matter Experts	Status 2013	Supports College Goals	Assessment / Recommendations
7.3 Investigate and implement district or campus-wide software licensing agreements as appropriate.	Bill Craft	Kevin Branson; Michael Davis	A district-wide licensing program is in place for all Microsoft software. The District has implemented a program with Adobe software to ensure the best pricing on all Adobe products. All college software licensing agreements continue to be administered through the Software Technician's office, which has streamlined all purchases and the loading of software on college computers. Copyright continues to be upheld with current practices already in place.	1,2,3	
7.4 Investigate technology that will facilitate cost reduction strategies such as the implementation of parallel virtual servers.	Michael Davis; Bill Craft	Alex Napoles; Chris Horvath; Hamid Hamidy; Ken Einstein	In the academic computing labs, three physical servers are virtualized.	1,2,3	
7.5 Support campus efforts to solicit alternative funding possibilities for Mesa technology needs.	Mesa Foundation	Dan Gutowski; Mesa Foundation; MIT Committee; Karen Owen; Margie Fritch	Campus wide efforts are under development.	1,2,3,4	