Technology Strategic Plan

2019-2022

SAN DIEGO MESA COLLEGE

San Diego Mesa College
Technology Strategic Plan 2019-2022
Table of Contents

MESA COLLEGE INFORMATION TECHNOLOGY COMMITTEE

OVERVIEW AND MEMBERSHIP

The purpose of the Mesa Information Technology Committee is to assess the current status of Information Technology in the delivery of services to Mesa College students and to develop, implement, and assess a strategic technology plan. The Committee shall serve in an advisory capacity to faculty, classified professionals, and administrators on matters pertaining to instructional,   administrative, and student services computing, telecommunications, and other technologies.

The Committee serves to the purpose of the participatory governance decision making process at Mesa College. The committee is comprised of representatives from all constituency groups.

Membership Composition:

    Tri-Chairs:

- Vice President of Administrative Services
- Director of College Technology
- Faculty Representative

    General Members:

- Faculty representatives – five (one will be co-chair)
- Classified Professional/Supervisor – three representatives
- Administration – one representative
- Associated Students– one representative
- District Technology – one representative (Consultant)

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EXECUTIVE SUMMARY

The Mesa College Technology Strategic Plan (Plan) is part of the college's integrated institutional planning. The Plan is a living document designed to assist the College in accomplishing goals and objectives as stated in the Mesa College Education Master Plan.

The College strategically plans for upgrades and replacement of campus technology that support institutional effectiveness, equity and student success. The Mesa Information Technology Committee is   the governing body that provides the strategic direction for all campus technology, which   includes classroom technology, distance learning, professional development, technological   support and administrative efficiency. The committee is responsible for preparing and updating   the technology plan to the President's cabinet for review and approval.

The Technology Strategic Plan provides a foundation for addressing technology prioritization and key issues in the deployment of technology for instructional, student services, and administrative functions.   Drafted by a collaborative College team representing academic, administrative, and student interests, the Plan is intended to be adaptive, flexible, and sustainable in order to address Mesa College's needs now and in the future. The Plan does this by establishing goals that will lead to greater focus on student and academic needs, improved collaboration, and efficient use of resources. The Plan also identifies opportunities for Mesa College to improve and expand existing technology services and resources in an effective manner with an emphasis on leveraging technology to support the College mission. Collectively, the components of the Plan form a foundation that will support the essential role of technology and the growing need for technology planning and leadership at Mesa College.

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TECHNOLOGY VISION

San Diego Mesa College uses technology to support teaching and learning, enhance accessibility to educational opportunities, personalize student services, and provide effective administrative processes to meet the changing needs of the college community.

TECHNOLOGY OVERVIEW

Through a shared governance process, Mesa utilizes outcomes assessments and prioritized needs identified in Program Review to:

1. Assess and prioritize needs for technology updates, upgrades, and expansions; phase out obsolete equipment, hardware, and software;

2. Identify and evaluate available funding sources on-campus, through grants, district funding, and in the community, and allocate funds to implement strategies that reflect the vision and accomplish technology objectives;

3. Support technology staffing through professional learning so that technology personnel are well-trained to implement and support new technologies at San Diego Mesa College;

4. Identify and evaluate the advisability of adopting new and evolving technologies.

GUIDING VALUES AND PRINCIPLES FOR TECHNOLOGY

The following guiding principles, which describe the fundamental values used to make decisions regarding the acquisition and use of information technology, were used in this plan.

- Student access, equity and success are the primary focus for the use of information technology.
- Technology must be responsive to changing student, institutional and community needs.
- The mission of the College drives decision-making regarding the use of technology.
- The cost and sustainability is to be assessed in all stages of planning and implementation of new and replacement technologies.

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MESA COLLEGE STRATEGIC INITIATIVES AND GOALS

1. Deliver, advance, and support an inclusive teaching and learning environment that enables all students to achieve their educational goals.

2. Build and sustain a sense of community that extends across campus and constituencies, nurturing collaboration, learning, growth, equity and diversity.

3. Build and sustain support of the Mesa College mission, Vision and Values.

4. Support innovation in our practices.

5. Support employee personal growth and professional learning.

6. Serve as stewards of our resources and associated best practices.

MESA COLLEGE TECHNOLOGY GOALS SUMMARY

To promote student success and improve the outcomes of the college community we support the following technology goals for the college:

1. **PLANNING AND SUPPORT**: Effective planning and use of existing and evolving technology.

2. **ACCESS AND INNOVATION**: Promoting, training and supporting teaching innovation and access.

    a. **CLASSROOM-BASED LEARNING**: To integrate appropriate and current technology into classroom-based instruction to increase access to information and learning.

    b. **DISTANCE LEARNING**: To develop and deliver distance learning courses and programs designed to expand learning opportunities while maintaining standards and best practices in each course and program. Support for hybridized courses and services are expanded at the campus level.

    c. **PROFESSIONAL LEARNING AND TRAINING**: To support professional learning and training programs with appropriate, current, and innovative technology.

    d. **STUDENT SUPPORT SERVICES**: To develop and deliver equitable technology services to students to promote equity, access and success.

3. **COMMUNICATION**: To create and maintain a formal communication structure that will comprehensively disseminate technology information to the college community.

4. **RESOURCE DEVELOPMENT AND PLANNING**

    a. **CAMPUS COMPUTING**: In collaboration with the San Diego Community College District (SDCCD), improve technology systems to increase institutional efficiencies and provide long-term support for campus computing needs.

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b. **FISCAL RESOURCES FOR TECHNOLOGY**: To create an ongoing process to articulate, assess, plan and prioritize college technology needs to determine optimal funding.

TECHNOLOGY GOALS AND STRATEGIES

1. **TECHNOLOGICAL PLANNING AND SUPPORT**: To improve the outcomes of the college community through the effective planning and use of existing and evolving technology.

   1.1   Requisition and deploy computers and ancillary equipment for use in on-campus and distance education resources, computer labs, and all learning resource labs and centers based on program review requirements and best practices in teaching and learning.

   1.2   Ensure that campus computing resources are available for students when they are needed to support student learning outcomes.

   1.3   Plan, develop, establish and implement a campus-wide program for technology replacement based on best practices in teaching and learning, administration, and available funding.

   1.4   Plan, develop, update, and maintain the technical infrastructure required to support seamless communication between campus buildings and all district sites.

   1.5   Assess, advise and plan for appropriate levels of technical resources for the campus.

   1.6   Ensure that information technology is accessible and equitable for all students, including those with disabilities.

      1.6.1   Ensure new classrooms are designed for maximum accessibility.

      1.6.2   Official websites are designed in compliance with established accessibility standards in accordance with Section 508 of the Rehabilitation Act.

      1.6.3   Support for closed captioning and other accessibility resources is expanded.

      1.6.4   Online courses conform to Americans with Disabilities Act and section 508 standards.

   1.7   Ensure on-line resources have appropriate bandwidth and high availability.

   1.8   Develop and deliver instruction, student services, and administrative support by using an integrated system in collaboration with the SDCCD.

   1.9   Identify and implement new technologies that enhance the delivery of support services to students.

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1.10 Streamline campus processes through the use of digital imaging in collaboration with the SDCCD.

1.11 Ensure adequate on-line library and learning systems and platforms to enhance teaching and learning.

1.12 Copyright standards and software licensing agreements will be strictly observed.

1.13 Observe continuous improvement and best practices with respect to security of student and employee data privacy.

1.14 Provide technological support for on campus tutoring programs.

1.15 Extend wireless services to the entire campus.

1.16 Investigate and implement district or campus-wide software licensing agreements as appropriate.

2 **CLASSROOM-BASED TECHNOLOGY**: To integrate appropriate and current technology into classroom-based instruction to increase access to information and learning.

2.1 Provide technical support to assist faculty in the design, development, and use of technology in the teaching and learning process in the classroom.

2.2 Ensure technology equipment and software conforms to industry standards and acquired in accordance with SDCCD and departmental guidelines in a timely manner.

2.3 Ensure classroom technology is upgraded to district standards that effectively serve the needs of curriculum as stated in departmental program reviews.

2.4 Ensure audio-visual systems that support classroom instruction integrate smoothly with distance education techniques and promote equity.

2.5 Access to closed captioned streaming video databases will allow the incorporation of professionally- produced full-length videos and video clips into the classroom and online education.

3 **ONLINE LEARNING**: To support distance learning courses and programs (where appropriate) designed to expand learning opportunities while maintaining standards and best practices in each course and program.

3.1 Use online technologies to extend equitable learning and communication opportunities beyond the classroom.

3.2 Encourage faculty to use distance learning techniques for distance education and for support of on campus classes. Provide training and support resources.

3.2.1 Promote the interchange of effective teaching methods that promote access, equity and the use of online support.

3.3 Work closely with SDCCD Online Learning Pathways to:

3.3.1 Collect, disseminate, and foster best practices for accessing online support.

3.3.2 Develop and implement feedback mechanisms for gaining student input

into the development and delivery of distance learning courses and programs.

      3.3.3   Review and document all aspects of support services required to enhance distance learning. This includes student services and academic services.

      3.3.4   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.

      3.3.5   Train and support the Mesa community on appropriate Learning Management Systems.

3.4   Enhance online learning resources and services in parity with traditional learning resources.

3.5   Provide appropriate educational technology for online teaching and learning.

3.6   Support the enhancement and innovation of online learning technologies.

4   **CAMPUS COMPUTING**: In collaboration with the San Diego Community College District (SDCCD), improve technology systems to increase institutional efficiencies and provide long-term support for campus computing needs.

4.1   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.

4.2   Increase Mesa College's involvement with SDCCD Online Learning Pathways.

      4.2.1   Work closely with SDCCD Online Learning Pathways to develop and implement district-wide distance learning policies.

4.3   Collaborate with the District to establish, review implement, and modify, as required, minimum functional standards for employees, desktop computing including hardware, software, and network access.

4.4   Collaborate with the District on the implementation of a district-wide, online portal system which integrates all administrative, student services, and instructional information technology requirements into a single online accessible system.

4.5   Support and use a district-wide institutional research database and local site software that contains reliable data accessible to employees, capable of handling ad-hoc queries.

4.6   Collaborate with District to promote flexibility in solutions for the purchasing and upgrading of technology on campus to enhance efficiency and timeliness.

4.7   Collaborate and investigate the options and software to implement knowledge-based technology for the Program Review process.

5   **PROFESSIONAL LEARNING AND TRAINING**: To support employee learning and training opportunities with appropriate, current, and innovative technology.

   5.1   Collaborate, develop and implement methods for obtaining employee and consultant input related to technology training needs and issues.

   5.2   Assess employee technology training needs.

      5.2.1   Provide technical training based on assessment

   5.3   Expand opportunities for employee training through the creation and procurement of accessible and affordable instructional materials.

6   **COMMUNICATION**: To create and maintain a formal communication structure that will comprehensively disseminate technology information to the college community.

   6.1   Collaborate with Office of Communication on best practices for internal and external communication.

   6.2   Collaborate with the District information technology to ensure reliable email communication, cross population of systems with pertinent and redundant information, and keep systems updated for consistency.

   6.3   Investigate solutions for the creation of student (.edu) email accounts.

   6.4   Investigate alternatives for expanding off-campus access to SDCCD technology resources and information systems.

   6.5   Promote communication of technical resources information to the student body in support of access and equity.

7   **FISCAL RESOURCES FOR TECHNOLOGY:** To create an ongoing process to articulate, plan and prioritize college technology needs to determine optimal funding.

   7.1   Develop a multi-year technology replacement and implementation plan and budget in collaboration with the Office of the Vice President of Administrative Services.

   7.2   Prioritize technology upgrades in accordance with institutional goals, enrollment management, and ongoing program review.

   7.3   Investigate technology that will facilitate cost reduction strategies.

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