San Diego Mesa College

Information Technology Strategic Plan

Approved at President's Cabinet May 11, 2004

Approved by MIT Committee on May 4, 2004

COMMITTEE MEMBERSHIP/SIGNATURE PAGE:

Elizabeth Barrington _____
Faculty Senate Representative, Co-Chair

William P. Craft _____
Administrative Representative, Co-Chair

Dion Aquino _____
Classified Senate Representative

Jill Baker _____
Faculty Senate Representative

Michael Davis _____
Classified Senate Representative

Russ English _____
Faculty Senate Representative

Rob Fender _____
Faculty Senate Representative

Chris Horvath _____
Classified Senate Representative

Otto Lee _____
Administrative Representative

Shirley Orsinelli _____
Faculty Senate Representative

Karen Owen _____
Faculty Senate Representative

Popak Roshan _____
Classified Senate Representative

Joyce Skaryak _____
Classified Senate Representative

Juan Toth _____
Faculty Senate Representative

Preamble

San Diego Mesa College recognizes the importance of Information Technology in meeting our goals to serve the community, our students, our faculty and our staff. It is with technology that we will enhance dialog between colleagues on campus, improve learning in the classroom--or in the virtual classroom. Moreover, we will use technology to communicate with our community and global colleagues. It is with this concept that we strive to be the leading community college in our state and nation.

Mesa College will continue to expand its distance education program allowing students to pursue degrees, certificates and courses at a place and time unique to themselves. Our distance education program will continue to use cutting edge platforms for delivery, with state of the art software and hardware to meet an ever expanding program.

Mesa College will continue to strive to meet the technology needs of students and faculty in our classrooms by providing the infrastructure necessary to make each classroom a "smart" classroom. This goal will require staffing, additional hardware and software and an improved organizational structure.

Mesa College will strive to provide faculty and staff resources for technology related training, both offered as distance education and face to face instruction, support for technology related issues, and appropriate hardware and software within their work environments.

These goals require investment and commitment from our trustees, our administration, our faculty, and our staff. In meeting these dynamic goals, we will maintain our reputation as a premier college within our State and nation.

Planning Assumptions

About Students

- Most students expect technology to be seamlessly integrated into their academic life.
- Some students are very competent with computer-based technology; while others require assistance.
- Students with disabilities are entitled to reasonable accommodations in assistive technology.
- Students want their education to be as flexible as possible and this leads to increased interest in distance learning courses.
- Students want to be able to access information resources related to the curriculum remotely.
- Students want to be able to access their faculty members by email, voice mail, and in a face-to-face setting.
- Students are bringing laptop computers, recorders, and electronic devices into classrooms to facilitate their note taking and learning. This necessitates safe access to power outlets.

About Faculty and Staff

- Many faculty and staff are excited about the potential technology brings for enhancing instruction and improving services for students.
- Faculty and staff need the option of formal instruction, ongoing mentoring, and support if they are to successfully use information technology. Appropriate reinforcements (e.g., Flex credit) should be in place to encourage faculty to use these support systems.
- Some faculty and staff are less skilled with technology than our students. This can lead to apprehension about technology in the classroom.
- In order to be prepared to meet the growing technology needs of faculty and students, all classrooms will need to be equipped with appropriately placed standard hardware that is permanently installed using appropriate security devices to prevent loss
- All environments should be designed to minimize potential risk of injury to faculty and staff as their use of technology increases.

About the Mesa College Organizational Culture

- Participatory governance is the cornerstone for decision-making within Mesa College.
- Program Review must be an integral step in planning for technology acquisition and infrastructure design.
- The college should implement the technology required to support the mission of the college.
- Policies and procedures related to the use of intellectual property are not well understood.

About Staff Support for Information Technology

- There is growing demand for additional classroom-based technology. Staffing levels are inadequate to support continued expansion.
- Our institution lacks clear policies on TMI (Technology Mediated Instruction).
- We do not provide sufficient ongoing training for the classified staff members who are tasked with supporting the information technology needs of the college.
- End-user demand for technology support is increasing.
- Mesa uses four computing architectures: Novell, Windows, Linux, and Apple. Staff members are not qualified to support all four architectures adequately or to ensure they are interoperable.

About Resources for Information Technology

- The college has provided all faculty and staff with access to personal computers and the internet, either on their office desktop or in a dedicated adjunct faculty lab. Nearly all computers are Pentium III (or better) with Windows 98 or XP as the operating system.
- In order to prevent abuse and potential damage to technology resources, appropriate protective measures must be included in the IT architecture.
- Allocation of financial resources for the acquisition and support of information technology in the classroom (or lab) has been sporadic because of widely varying year-to-year funding.
- Our reliance on one-time capital dollars results in sub-optimal planning with respect to system management, upgrades, and maintenance.
- Partnering with private business/industry is a resource-related strategy that could be more aggressively pursued.
- Educational requirements should guide us as we establish goals rather than limiting our goals due to expected fiscal constraints.
- Mesa College is about to embark on a major capital improvement program funded by Proposition "S" during which a major portion of the Campus Master Plan will be achieved. Between five and six classroom structures will be built and equipped. Technology planning must be fully integrated with the Campus Facilities Master Plan to ensure that economy-of-scale savings are realized and to ensure that all technology systems are compatible.

Mesa College Information Technology Goals

1. Support for Student Learning, Student Services, and Information Literacy:

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

Strategies:

1.1. Purchase and deploy computers (and ancillary equipment) for use in classrooms, computer labs, and the Learning Resource Center based on program review requirements, enrollment management, and best practices in teaching and learning.

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.

1.3. Establish a campus-wide program to replace computers and ancillary equipment on a four-year cycle.

1.4. Provide an appropriate level of technical staff support for both on-campus students and those learning at a distance

1.5. Ensure that information technology is accessible to all students, including those with disabilities. To this end:

1.5.1. New classrooms will be designed to ensure accessibility.

1.5.2. Official websites will be developed in compliance with established accessibility standards.

1.5.3. Close-captioning facilities and staffing will be enhanced to provide appropriate support for Technology Mediated Instruction developed at the college

1.6. Ensure that online resources have appropriate bandwidth and high availability.

1.7. Develop and deliver Student Services by using portal technology that integrates student enrollment, counseling, communication, and administration in a single system.

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 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.

2. Classroom-Based Technology:

We will integrate Information Technology into classroom-based and distance instruction to increase access to information and to enhance student learning.

Strategies:

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.

2.2. Use web-based and portal technologies to extend learning and communication opportunities beyond the classroom.

2.3. Develop new classrooms and upgrade existing classrooms to ensure campus and district-wide IT compatibility and interoperability.

2.4. Relate the hardware platforms, operating systems, and software suites for computer workstations used in classrooms or labs to the established industry-wide standards that are predominant in the post-graduation job market for the discipline being taught in the classroom.

2.5. Audio Visual systems that support classroom instruction will be fully integrated into the campus IT system.

2.6. Audio Visual systems that support classroom instruction will allow classroom based instruction to integrate smoothly with distance education techniques.

2.7. Copyright standards and software licensing agreements will be strictly observed in classroom and distance education instruction.

3. Distance Learning:

We will develop and deliver distance learning courses and programs designed to expand learning opportunities while maintaining high academic standards and best practices in each course and program.

Strategies:

3.1. Encourage faculty to use distance learning techniques where appropriate.

3.2. Working closely with SDCCD Online, collect, disseminate, and foster Academic Senate approved Best Practices document and related research to all aspects of distance learning, including pedagogy, class size, online class management, assessment and evaluation, Americans with Disabilities Act (ADA) requirements, standards of good practice, etc.

3.3. Working closely with SDCCD Online, develop and implement feedback mechanisms for gaining student input into the development and delivery of distance learning courses and programs.

3.4. Working closely with SDCCD Online, review and document all aspects of support services required to enhance distance learning. This includes student services and academic services which traditionally were only available on campus.

3.5. Working closely with SDCCD Online, 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.

3.6. Enhance learning resources and services provided in the Learning Resource Center to increase availability to any student learning at a distance.

3.7. Increase the level of Mesa College's involvement with SDCCD Online by:

3.7.1. Active participation as SDCCD develops and implements district-wide distance learning policies. (I.e., for maximum class size, intellectual property rights, etc.)

3.7.2. Active participation as district-wide and college specific academic and technology standards for distance learning courses are established.

3.7.3. Active participation as delivery methods, website authoring tools, and online course management processes and procedures are developed within the District.

3.7.4. Active participation as new markets for distance learning are established.

4. Administrative Efficiency:

We will install and maintain appropriate levels of information technology throughout the college while ensuring that we maintain compatibility with SDCCD. This effort will include Information Technology systems that support the business of the college and that provide access to data and software for decision-making.

Strategies:

4.1. Establish, implement, and modify, as required, minimum functional standards for faculty and staff desktop computing including hardware, software, and network access.

4.2. Develop and implement a campus-wide plan to update all technology used to support administration, faculty, and staff.

4.3. Develop, update, and maintain the technical infrastructure required to support seamless communication between campus buildings and all district sites.

4.4. Support 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.

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.

5. Professional Development:

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

Strategies:

5.1. Develop and implement methods for obtaining faculty and staff input related to technology training needs and issues.

5.2. Provide ongoing and current information to all faculty and staff about technology currently available throughout the district and how to access it.

5.3. Use the Faculty FLEX Program to create an ongoing year-round, campus-wide training program that offers a variety of alternatives:

5.3.1. Use various delivery modes, including classroom instruction, independent study, and technology mediated instruction.

5.3.2. Schedule classes at various times and on various days.

5.3.3. Provide training on both administrative and academic technologies and applications.

5.4. Provide discipline- and job-specific training on technology tools and applications.

5.5. Provide support, specific training, and general information on ADA and 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.

5.6. Include information about technology resources in the faculty orientation and mentoring program.

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:

6.1. Use the Mesa College web site as a primary means of internal and external communication.

6.2. Centralize all campus web support activities under the School of Learning Resources and Instructional Support.

6.3. Working 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.

6.4. Investigate alternatives for expanding off-campus access to district technology resources and information systems with the goal of making it possible for faculty and staff to operate from home as effectively as they can in their offices.

6.5. Actively participate in district wide efforts to create district-wide information technology appropriate use policies for faculty, staff, and students.

7. Fiscal Resources for Technology

We will allocate an appropriate portion of general and restricted funds for Information Technology at Mesa College. Ensure that technology planning and purchases relate directly to the documented program requirements.

Strategies:

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 or other sources.

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.

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