Status Report for San Diego Mesa College Strategic IT Plan
Presented at President's Cabinet May 5, 2009

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	Campus Advocate	Subject Matter Experts	Status 08	Recommendations (when funding is available)
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.	VPI	Ron Perez; Bill Craft; Michael Davis (all); Chris Horvath (PC); Dion Aquino (Mac); Charlotta Robertson	IELM and VTEA and General; Funds have not been available to purchase new and replacement instructional computers. 1. In 08-09 funds have been significantly reduced. 2. 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.	Action: 1. Continue to pursue funding for replacement program to ensure that a 4-year replacement cycle for computers can be observed whenever possible. 2. Ensure Budget Development and Planning Committee is informed of campus computer and software needs.
1.2 Ensure that campus	Bill Craft	Ron Perez;	LRC hours will be	Action:

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.		Michael Davis	changedso that the building is open M, T, W, and Th from 7 a.m. - 10 p.m.; F 7a.m. – 5 p.m.; K400 building is open M-F 7:30 a.m. – 10 p.m. In the summer the schedule will be changed again to M – F 7:30 AM to 6:00 PM in all locations.	Hours will return to normal when fiscal resources become available.
1.3 Establish a campus-wide program to replace AV equipment, including computers and other ancillary equipment on a four-year cycle.	Ron Perez	Bill Craft; VPI ; Kevin Branson; Michael Davis; Ken Einstein; Jill Baker; Charlotta Robertson	See addendum for listing of out of warrantee AV and IT equipment. Currently there are 627 computers out of warranty, including 27 Mesa servers. Mesa computers are in use up to seven years due to budget constraints. This is well beyond their four year warranties and greatly impacts student learning due to computers being offline and incompatibility with new software.	Action: 1. Maintain a 4-year replacement cycle for all campus IT and AV equipment. 2. Replace software required for instruction approximately every 18 months. 3. 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; Jill Baker; Andrea Henne	Technical staff support for on campus and distance education instruction is not readily available and effective.	Hire staff for computer labs.

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.	Ron Perez	Jill Jansen; Jill Baker	Accessibility has been addressed in all new construction building programs. The campus is committed to meeting ADA standards.	Action: 1. Consult with DSPS representatives on the district AV Contract Subcommittee to ensure that all needs are being met regarding access. 2. Keep an LRC AV representative on the district Adaptive Technology Specialists Committee.
1.5.2 Official websites will be developed in compliance with established accessibility standards.	Web Designer	Jill Baker; Jill Jansen; Steve Manczuk; Alison Steinberg	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.	
1.5.3 Closed captioning facilities and staffing will be enhanced to provide appropriate support for Technology Mediated Instruction developed at the college.	Jill Baker	Gail Conrad; Ria Phillip; Steve Manczuk; Mike Gast; Jill Jansen; Alison Steinberg; Hank Beaver; Brian Stockard	SDCCD DSPS has established one position to support closed captioning. This position will support the entire district working from the district DSPS office. One Mesa College Instructional Assistant has	Action: Mesa Web Support Department continues to integrate closed captioning support with overall Online Course Management System (Online CMS) support at Mesa College.

			been trained to assist with closed captioning. Met interns will be trained to assist in closed captioning for faculty and students.	
1.6 Ensure that on-line resources have appropriate bandwidth and high availability.	Bill Craft	Ken Einstein	Campus connectivity is slow at times now, but upgrades are in progress.	Bandwidth demands have increased exponentially in the past year and continual upgrades are needed to keep pace.
1.7 Develop and deliver student services by using portal technology that integrates student enrollment, counseling, communication, and administration in a single system.	Barbara Kavalier	Bill Craft; Michael Davis; Chair of Counseling	This goal has not been met and funding has not been identified. This is a district-wide issue, so Mesa will continue to work with SDCCD SS and IT.	
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	Bill Craft	MIT Committee	The MIT committee has updated the Mesa IT Strategic Plan for 09 and prepared the status report on each goal in the plan.	

matters pertaining to instructional, administrative, and students services computing, telecommunications, and other technologies.				
1.9 Identify and implement new technologies that enhance the delivery of support services to students.	Barbara Kavalier	Bill Craft		Action: 1. Update registration computers: a) Replace monitors and separate cameras with an integrated system to support student I.D.s 2. Implement on-line chat software 3. Install LCD monitors at key locations across campus 4. Support student government with new technology (computers/printers) 5. Upgrade/purchase server to expand current and future software usage 6. Expand on-line orientation and counseling: a) Incorporate streaming video and podcasting into new student orientation 7. Develop and implement an early alert system for tracking student success.
1.10 Streamline Student Services processes through the use of digital	Barbara Kavalier	Bill Craft		1. Secure equipment needed to transfer hard copy files to digital format.

imaging.				

2. Classroom-Based Technology

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

Strategies	**Campus Advocate**	**Subject Matter Experts**	**Status 09**	**Recommendations**
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.	Jill Baker	Karen Owen; Hank Beaver; Robert Michaels; Michael Davis	Equipment: Flex classes are offered 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 Librarian meets with all faculty members interested in upgrading their classroom presentation systems, and the Supervisor of Academic Computing meets with them regarding classroom computer installations. These plans are incorporated into Program Reviews for planning and funding purposes. The AV Librarian continues	

			to work with faculty on the design and development of technology to meet their instructional needs. The AV Librarian designed and developed smart classrooms for the new Allied Health Building, Muir Design Center, Student Services Building, and Modular Village, all of which are funded by Propositions S and N. She also worked with Animal Health and American Sign Language for highly specialized VTEA funded installations, and with Drama and Music for advanced audio related IELM installations. The Supervisor of Academic Computing continues to work with faculty regarding classroom computer installations and collaborates with the AV Librarian on all audiovisual classroom installations. He consulted extensively on the design of the new computer based American Sign Language	

			Laboratory.	
2.2 Use web-based technologies to extend learning and communication opportunities beyond the classroom.	Bill Craft	Karen Owen; Steve Manczuk; Alison Steinberg	While individual instructors have gained experience, institutional support at Mesa for the creation and use of learning objects and communication technologies in online courses is still very limited. Mesa students and faculty now have access to the 24/7 online reference librarian via log in "Ask Us Now." chat service is now functional	Action: 1. 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. "Ask Us Now" will be enhanced to include instant messaging.
2.3 Standardize the bidding and creation of Smart Classrooms	Jill Baker	Bill Craft Michael Davis; Ken Einstein; Russ English	Mesa has 48 classrooms that have been built from scratch with technology enhanced presentation systems. There are 5 classrooms with older systems installed, and 25 rooms equipped with LCD projectors and wall mounted input jacks. (There are 78 LCD projectors in use in classrooms.) The remaining classrooms are limited to TV and optical overhead projectors. Proposition S & N buildings	Action: Investigate funding to upgrade existing classrooms beyond the amount currently available under IELM and VTEA.

			are now coming online, and that is a major source of new smart classroom installations on campus. With the advance of technology and the specialized nature of some disciplines, these installations are requiring full integration of AV and IT staff and operations. Existing classrooms continue to be upgraded with VTEA and IELM funds.	
2.4 Match our equipment and software to industry standards	Bill Craft	Carlos Toth; Susan Lazear; Russ English; Karen Owen;	The hardware and software used in the classrooms meets industry standards. In career areas such as Multimedia, Fashion, and Art, where Macintosh computers are used in the workplace, Macintosh computers are also used in the classroom.	
2.5 Audio Visual systems that support classroom instruction will be fully integrated into the campus IT system.	Jill Baker	Michael McLaren; Chris Horvath; Michael Davis	Smart classrooms with projectors that can be remotely managed have been installed in 85% of the classrooms. All new installations continue to use the Extron MLC 226 IP Link controller. Both AV ILTs are	

			fully trained on the Global Configurator and continue to service and administer this system. All processes related to IT are coordinated with the Supervisor of Academic Computing, who is the system administrator for all smart classroom computers.	
2.6 Audio Visual systems that support classroom instruction will allow classroom-based instruction to integrate smoothly with distance education techniques.	Jill Baker	Hank Beaver; Andrea Henne	Room B108 has been equipped with appropriate equipment as a proof of concept. This system is not user friendly and does not meet the needs of the campus. The use of video in online courses has been supported and implemented by the WebCT mentor on campus. Training in Camtasia has provided the opportunity to create ADA compliant learning objects.	Action: AV staff will continue to research this issue to see if more practical equipment is available.
2.7 Copyright standards and software licensing agreements will be strictly observed in classroom and distance education instruction.	Jill Baker	Andrea Henne; Kevin Branson; Chris Horvath	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 Administrator'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. With regard to copyright compliance on videos, all duplication decks have been removed from audiovisual booths, and no video is duplicated by AV staff without express written permission of the copyright owner. All 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 AV Librarian provides guidance on copyright	

			compliance for faculty website creation. The AV Librarian has taught two Copyright classes with implications for online classes at Mesa and one for the SDCCD Online Expo.	
2.8 Provide Appropriate Technological Support for on campus and Distance Education tutoring programs.	Bill Craft	Hank Beaver; Erica Specht Robert Pickford	Online tutoring system has been installed in Writing Lab and has been expanded to all other tutoring labs.	
2.9 Standardize choice of classroom clicker system	Jill Baker	Inna Kavensky	MIT sub-committee reviewed all current models and favors the equipment provided by eInstruction. However, eInstruction bought out another company and may modify their service. All college software licensing agreements continue to be administered through the Software Administrator'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	Action: 1. Delay designating eInstruction as the preferred vendor until their situation stabilizes. 2. Investigate integration of clicker system with Online CMS.

			place.	
2.10 Extend wireless services to the entire campus including adequate technical support issues.			Wireless connectivity has been extended to the 2nd, 3rd, and remainder of the 4th floor in the LRC.	Action: Extend wireless service to the entire Mesa College campus.

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 maintain standards and best practices in each course and program.

Strategies	**Campus Advocate**	**Subject Matter Expert**	**Status 09**	**Recommendations**
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 Steinberg	Full-time Online Services Librarian is functional and being used. Made significant progress in all schools with respect to online course offerings. The Web Support Department in the School of Learning Resources has expanded. Established an ad-hoc Senate Committee to establish best practices for online instruction at Mesa College. Online CMS Vista training available each month. All online faculty members have	Actions: As student and faculty demand has greatly increased, more staff should be hired for the Web Support Department in the School of Learning Resources. Positions for online instructional services should be created to keep pace with current demand.

			been trained in Online CMS-Vista. Webct shells are provided for on campus as requested.	
3.1.1 Promote the use of online support and interchange of effective teaching methods.	Hank Beaver	Alison Steinberg;		Action: Create a centralized information hub for instructors to discuss online issues and solutions.
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 practices, etc.	Bill Craft	Hank Beaver; Roger Gee; Karen Owen; Jill Jansen	There are **five** Mesa College members on the SDCCD Online Steering committee. The committee continually reviews best practices. Each year, Mesa participates in the SDCCD Online Showcase, which shares best practices. Mesa IT committee works with the Mesa Academic Senate sponsored ad-hoc committee on online instruction, the purpose of which is to ensure appropriate faculty involvement in issues pertaining to online instruction.	
3.3 Working closely with SDCCD Online, develop and implement feedback mechanisms for gaining	Karen Owen	Roger Gee; Jill Jansen Barbara Kavalier; VPI	An online faculty teaching evaluation instrument has been developed and adopted by SDCCD and AFT.	

student input into the development and delivery of distance learning courses and programs.			SDCCD Online has added an online course evaluation that faculty can choose to turn on to get student feedback. This is a part of the formal evaluation process,.	
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 service which traditionally were only available on campus.	Bill Craft	VPI; Barbara Kavalier Bill Craft; Andrea Henne; Jill Baker; MIT committee	A librarian dedicated to online services has been hired. Tutoring and Counseling services for online students are being developed.	Using Accreditation Standards as a guide, ensure that Mesa's online program delivers appropriate academic and student services to all online students.
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.	Bill Craft	Barbara Kavalier Bill Craft; Andrea Henne; Joi Blake; MIT committee; Alison Steinberg	There are student tutorials for online classes, online orientation classes, face-to-face orientation classes, online help, and 24/7 technical telephone support. Also available 24/7 is the Mesa Online Services Librarian	Action: 1. In order to increase student awareness of the skills required for success in online classes, we recommend an assessment of online skills for first-time online students. 2. We also recommend a basic test for typing and comprehension 3. Many of these resources are already available at SDCCD online, but are not readily accessible
3.6 Enhance learning resources and services provided in the Learning	Bill Craft	Roger Olson; Jill Baker; Andrea Henne;	Online Services Librarian has developed 24/7 Online Librarian Service and is in	

Resource Center to increase availability to any student learning at a distance		Alison Steinberg	progress making online Library Orientation and Instruction material.	
3.7 Increase the level of Mesa College's involvement with SDCCD Online.	--	--		
3.7.1 Work closely with SDCCD Online to develop and implement district-wide distance learning policies. (i.e., for maximum class size, intellectual property rights, etc.)	Dean of Learning Resources and Information Technology	VPI; Roger Gee; 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 Steering Committee. Faculty have input through the Academic Senate and through its ad-hoc committee on Online Instruction; the Dean of Learning Resources and Information Technology is tasked with coordinating Distance Learning at Mesa. The VPI is fully involved in developing college policies and procedures that relate to online instruction.	
3.7.2 Actively participate with SDCCD Online to	Karen Owen	Michael Reese; Roger Gee;	Faculty from a variety of disciplines, have expressed	Action: 1. Explore application of Web 2.0

develop online delivery methods, website authoring tools, and online course management processes and procedures.		VPI; Hank Beaver	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. There is also a lack of best practices. Faculty are starting to deliver online, real-time lectures as an optional online class activity; faculty 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. Faculty share their experiences of conducting online office hours and delivering online lectures through Mesa Flex workshops and the SDCCD Online Showcase.	technologies to enhance the building of web communities, faculty support, and student retention.
3.7.3 Actively participate as new markets for	Michael Reese	School Deans; Dept Chairs;	Working with local agencies and companies for online	

distance learning are established.		VPI;	delivery of Geographic Information Systems (GIS) courses.	
3.7.4 Purchase software to support online course development and enhancement for both on campus and distance education faculty.	Bill Craft	Karen Owen; Hank Beaver; Alison Steinberg	Budget constraints prevent money allocation for new software.	Action: 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 has just brought streaming video online. The American Sign Language Department has just purchased computers and servers to facilitate streaming of video teaching content.	
3.9 Create a procedure to facilitate the compliance of video streaming with the TEACH Act.	Jill Baker			

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	**Campus Advocate**	**Subject Matter Experts**	**Status 09**	**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	Ron Perez; Michael Davis; Ken Einstein; Chris Horvath; Carlos Toth	All new computers purchased in 08-09 will be at least Intel Core 2 Duo; 4 gigs of memory; 120 gig hard drive; 17" flat screen monitor. Our Macintosh population is growing and the standard is currently the new iMacs with 20" screen, Core 2 Duo processors, 4 gigs RAM, 320 gig hard drive.	Action: Continue to evaluate standards to keep abreast of changes in Microsoft and software requirements.
4.2 Develop and implement a campus-wide plan to update all technology used to support administration, faculty and staff.	Bill Craft	VPI; Barbara Kavalier Michael Reese; Yvonne Bergland; Ron Perez; Bill Craft; Kevin Branson; IELM and VTEA Committees	An inventory of all campus hardware and software is complete. Software and hardware are tracked by the Campus Software Technician and we are using only properly licensed software throughout the campus. Currently the campus has approximately 1900 computers installed. New computer installations are justified by program review.	Planning: 1. Ensure that campus budget development includes adequate resources to maintain installed hardware and software base. 2. 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	Bill Craft	Ken Einstein; Ron Perez; Michael Davis; Hamid Hamidy; Paul Vasquez	Connectivity has been extended to Muir School and is planned for the new Allied Health Bldg and the Police Substation. New Digital Art Lab has been equipped with	Action: Investigate the feasibility of a central campus wide system management tool that will allow remote management of inventory, power management, image management, rapid deployment of

district sites.			Internet access. All student computers will have Crosstec Schoolvue – a classroom management software package. Ghost Console and Apple Server – Net Boot are used for remote functions: reimage, install software on demand, and power management.	software upgrades, and remote help.
4.4 Advise 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	VPI; Barbara Kavalier Kent Keyser; Lynn Neault; Steve Manczuk	A Portal System is planned for long term implementation by SDCCD; however, funding has not been dedicated to the task at this time.	Planning: During campus level strategic planning conduct a review of Portal Technologies that could be used to support Mesa College. This strategic planning effort should be tied into the long range plans of the District IT Department and District Student Services. Action: 1. Investigate feasibility of creating student emails (.edu) 2. Include student services, Library services, HR services, and all data bases connected to campus.
4.5 Support and use a district-wide institutional research database that contains reliable data accessible to faculty and staff, capable of handling	Yvonne Bergland	VPI; Barbara Kavalier Bill Craft; Susan Mun	Campus based researcher has been hired and provided with proper computer support. All departments have done CCSSE survey for students involvement.	

ad-hoc queries.				
4.6 Advise flexibility and fast track solutions for the purchasing and upgrading of technology on campus. Advise assessment of the process of purchasing and tracking of new technology.	Michael Davis		On campus purchasing processes have been streamlined.	Action: Recommend increasing district staff efficiency to prioritize the purchasing of technology to better maintain its currency.
4.7 Advise raising the $200 spending limit to $1000 for supplies.	Michael Davis	Ron Perez; Bill Craft; MIT committee; Michael Reese		Action: Raise discretionary spending limit to $1000. The $200 spending limit has been in place for decades. With inflation, tax increases, issues of technology obsolescence, and delays in purchasing, increasing the spending limit will greatly improve instructional delivery and response to emergencies.

5. Professional Development:

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

Strategies	**Campus Advocate**	**Subject Matter Experts**	**Status 09**	**Recommendations**
5.1 Develop and implement methods for obtaining faculty and staff	Karen Owen	MIT Committee; Momilani Ramstrum	Worked with the Academic Senate's ad-hoc committee for online learning.	Action: Faculty co-chair will broaden the MIT committee by inviting faculty from disciplines not

input related to technology training needs and issues.			The MIT committee has new members from varied disciplines.	currently represented on the committee to join when vacancies occur.
5.2 Provide ongoing and current information 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 conducts extensive training for faculty seeking information about online instruction. SDCCD Online has provided a staff member to be available 8 hours per week to help faculty to get started with their online courses. One full-time faculty member is in the Mesa CIL to provide full-time support to Mesa's contract and adjunct faculty in the 12 station "faculty only" computer lab.	We recommend replacing the currently frozen position left by the retired faculty member in the CIL.
5.3 Use the faculty FLEX program to create an ongoing year-round, campus-wide training programs	Hank Beaver	Jill Baker; Carlos Toth; Yvonne Bergland; 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 in Online CMS-Vista.	Action: Develop a library of online training videos on how to use basic classroom and online technologies.
5.3.1 Use various delivery modes, including classroom instruction, independent study, and technology mediated	Hank Beaver	Jill Baker; Carlos Toth; Kevin Branson	Mesa has established 30 year-round subscriptions to the Lynda.com training service for staff and faculty training. This service	Action: Notify faculty and staff that Lynda.com accounts are available.

instruction.			provides world-class training using online videos. The 30 subscriptions are managed through the LRC and may be reassigned to a different person each month to ensure maximum use.	
5.3.2 Schedule classes at various times and on various days.	Hank Beaver	Jill Baker; Carlos Toth	Faculty Flex classes are scheduled on Friday evenings since that time meets the needs of many faculty members. Other trainings are scheduled throughout the year at a variety of times.	
5.3.3 Provide training on both administrative and academic technologies and applications.	Hank Beaver	Jill Baker; Carlos Toth; Bill Craft	This year staff training has centered on the new Colleague Financial, Horizon Library, and Online CMS Vista systems. A full schedule of training has been provided.	
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.	Action: Establish a rotating overload assignment for a "Discipline Technology Advocate" to develop best practices for online teaching in a particular discipline. Rotate the assignment to a different discipline each semester.
5.5 Provide support specific training and	Jill Baker	Bill Craft; LRC faculty;	The climate of ADA, copyright, and related legal	Action: Web Designer will provide training on ADA and 508

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.		Chris Horvath; Jill Jansen; Steve Manczuk	compliance continues to be reinforced at Mesa. The AV Librarian, working in conjunction with the Assistive Technology Specialist, designed and installed a fully accessible smart classroom system in the High Tech Center.	compliance to faculty members who maintain unofficial websites.
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	DSPS; Jill Baker		DSPS accommodations for online classes should only be provided if requested and in a way that will not dramatically alter the nature of the class.
5.5.2 Establish an online system to submit instructional digital media for modification to provide DSPS student accommodations. This system can be modeled after the Mesa College reprographics online submission system.	Karen Owens	Ron Perez; Bill Craft; DSPS	SDCCD online is running an unofficial pilot program for closed captioning support.	
5.6 Include information about technology	Bill Craft	Jill Baker; Hank Beaver;	At the new faculty orientation, information is	

resources in the faculty orientation and mentoring program.		Val Ontell; Jean Smith	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.	

6. Communication:

We will use all available information technology capabilities to continue open dialog among administrators, faculty, effective communication between instructors and students, and to market the college.

Strategies	**Campus Advocate**	**Subject Matter Experts**	**Status 09**	**Recommendations**
6.1 Use the Mesa College website as a primary means of internal and external communication.	Steve Manczuk	Lina Heil; Jill Baker; Alison Steinberg	The Web Designer and Public Information Officer continuously coordinate 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	Action: Continue to incrementally expand access to Web CMS for established Content Managers.

			conform as well. Web CMS (Web Content Management System) access has been expanded – content managers can update their Mesa webpages.	
6.2 Centralize all campus web support activities under the School of Learning Resources and Information Technology	Bill Craft	Steve Manczuk; Jill Baker; Hank Beaver; Mike Gast; Michael Davis; Kevin Branson; Alison Steinberg	The Web Support Department has been established within the LRC and has formed the nucleus of staff support for all campus web support activities.	Action: Integrate the functions of the Web Support Department with the AV Department and the Online Services Librarian to ensure that support for online learning is enhanced.
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.	Bill Craft	Ron Perez; Ken Einstein	Exchange 2003, a major upgrade to the email system, was implemented in 2008. The overall capacity of the email system was increased and the spam guard system was enhanced.	
6.3.1 Investigate solutions (including open source) for the creation of student (.edu) email accounts.	Russ English	Steve Manczuk; Michael Davis; Paul Vasquez		Action: Make student email accounts available with .edu extension.
6.4 Investigate	Bill Craft	Ken Einstein;	The upgrade of Exchange	Action:

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.			2003 provides a much more powerful version of Outlook Web Access for use by faculty and staff at home.	1. Institute remote technical support for faculty working off campus. 2. Configure Exchange for Outlook Office 2007 for use off campus; in addition to Outlook web access provide POP or IMAP access.
6.5 Actively participate in district-wide efforts to create district-wide information technology appropriate use policies for faculty, staff, and students. Inform district committees that MIT committee members should be included in all official and ad hoc meetings.	VPI	Ron Perez; Bill Craft; Chris Horvath; Carlos Toth; MIT Committee	Mesa has participated in all District IT meetings and has attended all special IT related meetings conducted by SDCCD. No district meetings have been called this academic year.	

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 and purchases directly relate to the documented program requirements.

Strategies	**Campus Advocate**	**Subject Matter Experts**	**Status 09**	**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 or other sources.	Ron Perez	Bill Craft; VPI; Barbara Kavalier; Michael Davis; Building Committees; Paul Vasquez; Campus Planning and Budget Committee	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 permanent member of the Mesa Financial Planning Committee. Budget limitations have necessitated the increase of computers in use that are out of warranty. See Addendum and item 1.3 above.	Action: 1. Develop transparent funding plans to support the ongoing maintenance costs of technology at Mesa College. See Item 1.3 above. 2. A staffing technology support person is required for all new buildings and must be budgeted in the building costs. It is imperative that adequate technical support is provided for all new buildings.
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.	VPI	Ron Perez; Yvonne Bergland; Bill Craft Barbara Kavalier	A full cycle of Program Review has been completed by all programs at Mesa College. Building on this data, IELM, VTEA, and General Fund spending for technology needs has been accurately prioritized.	Action: Continue to integrate technology planning closely with campus-wide strategic planning and program review.
7.3 Investigate and implement district or campus-wide software	Bill Craft	Kevin Branson	A district-wide licensing program is in place for all Microsoft software.	

licensing agreements as appropriate.			The District has implemented a program with Adobe software to ensure the best pricing on all Adobe products.	
7.4 Investigate technology that will facilitate cost reduction strategies such as the implementation of parallel virtual servers.	Michael Davis; Momilani Ramstrum; William Craft	Paul Vasquez; Chris Horvath; Hamid Hamidy; Ken Einstein;		Action: 1. Install and test a Virtual Computer Lab in Music Department. 2. Install and test the Virtual Servers in the LRC. The Virtual Servers will perform services done on physical machines.
7.5 Investigate possibilities for fund raising for Mesa technology needs including new fiscal resources, incentives for grant writing, and donor solicitation.	MIT committee	Ron Perez; The Mesa Foundation; Joyce Skaryak; Karen Owen	The Mesa Foundation, in conjunction, with a team from SDSU is working to expand beyond scholarships to include fund raising for equipment and other campus needs.	Action: 1. Encourage involvement with the Mesa Foundation. 2. Actively pursue grants, especially grants related to the Federal/State Reinvestment Act. Recommend release time and/or monetary compensation for grant writers.

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