



## Technology Master Plan 2011 - 2015



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# Introduction

DRAFT - November 16, 2010

This Technology Master Plan provides guidelines for planning, acquiring, and allocating technology resources and services to support the educational mission of the college. Its goal is to integrate technology with current strategic planning and to provide a framework for all stakeholders to be involved in providing input for the acquisition, allocation, and implementation of technology resources.

## Current Technology Environment

### District Services

Information Technology Support and Services (ITSS), the IT team at the San Jose Evergreen Community College District office, provides these essential information technology services to the College:

- **Administrative Systems.** ITSS maintains and supports these systems:
  - Datatel Colleague is the ERP system the College uses for enrollment management, student records, and operations management functions. This system also supports all district-level operations management, including human resources, payroll, purchasing, district financial management, and institutional data reporting. In addition, Colleague exchanges information with CCCApply, CCCTrans, StarReg, BeneTrac, Analytic, and other applications.
  - SARS GRID and SARS TRAC -
  - [----Need to get more information from Dolly- ---]
- **Network Services.**
  - **Administrative Network.** ITSS administers the district-wide network, which provides users access to the internet, the email system, Datatel Colleague, printers, and other administrative systems and resources. This network provides the infrastructure that connects all district-wide information and communication systems.



- **Campus Network Equipment.** ITSS is responsible for the equipment used for the Administrative Network and the campus Student Network.
- **Telephone System.** ITSS administers and supports the district-wide VoIP telephone system, as well as the legacy Avaya phone system that is still used in some older buildings.
- **Email System.** ITSS administers the Outlook Exchange Server, which provides email service for all campus employees, and provides a web interface (MyWeb) for accessing the email system off-campus.
- **Library System.** ITSS maintains the Innovative Interfaces Millennium system, which is used for the Acquisitions, Cataloging, Circulation, Serials, and Online Public Access Catalog functions of the library.
- **Learning Management System.** ITSS administers the learning management system (Moodle) which is available for all classes and for other special collaborative purposes.
- **Help Desk.** This service provides user support for email, Datatel Colleague, MyWeb, and Moodle.
- **Reprographics.** ITSS manages photocopying, binding, graphic design, and mail services for the campus.

## SJCC Campus Infrastructure

- **Administrative Network.** Campus Technology Support and Services (CTSS) supports the district-wide administrative network on the campus ----- [Cres]
- **Student Network.** A separate student network provides internet access for students in labs, library, and classrooms [-----what else?----] CTSS is responsible for ----- [Cres]
- **Wireless Network.** A wireless network extends the student network in most campus locations. CTSS ----- [Cres]
- **Web Site.** The College Webmaster develops and maintains the web site for the College. The main website server is hosted by ITSS at the District Office.
- [---other?????]

## Campus Technology Resources

### Classroom Technology

- **Classrooms.** Nearly all classrooms on campus are equipped with a computer, an internet connection, a DVD/VCR player, and a ceiling-mounted data projector.
- **Specialized Classrooms.** Some classrooms designated for special purposes have additional tools and equipment, such as specialized software, document viewers, [Kishan, Clem, Cres, others?] What about science labs, applied science, photography, etc.?
- **Instructional Computer Labs.** [Need complete list from Cres and/or Eugenio.]

Location	Purpose	Computers
L101	Learning Resource Center Open Lab	74 Dell

<b>Location</b>	<b>Purpose</b>	<b>Computers</b>
L101	ESL Program	12 Dell
L101	Reading and Writing Center	12 Dell
L103	Reading and Writing Center	16 Dell
L105	Tutoring Center	9 Dell
L113		24 Dell
L114	Self-Paced Math Program	36 Dell
L119	Disabled Student Program Lab	18 Dell
L120	ESL Program Lab	31 Dell
L123	ESL Program	2 Dell
L124	ESL Program	2 Dell
L201	Library Open Lab	22 Dell
L201	Library	6 Dell laptops
L206	Library Instructional Lab	29 Dell
S201	Math and Science Division Instructional Lab	
SC105		
SC106	Disabled Student Program Testing	4 Dell
SC113		6 Dell
T201	CIS Program	33 Dell
T202	Computer Applications Program	33 Dell
T203	Computer Applications Program	45 Dell
T205	Technology Building Open Lab	38 Dell
T209		33 Dell
T212	CIS Program	40 Dell
T213		37 Dell
T401		
T520	Health Science, Medical Assisting, EMT	

Location	Purpose	Computers

- Smart Classrooms. [Jane]



- **Disabled Students Program Lab (L-119) and DSP Testing Rooms (SC-106).** Both areas have assistive technologies: screen readers, screen magnifiers, ergonomic keyboards, ergonomic and alternative mice, Dragon Naturally Speaking, Jaws, Visual Thesaurus, and Skills Bank. [This definitely needs revision -- Karen]

### Online Learning Resources

- [Jane]



### Library

- The SJCC Library has 22 PCs and 6 laptops for students to use. There is an additional computer and CCTV for disabled student access. Both black and white, as well as color printing from student computers is done via the GoPrint print management system. There are 6 media stations for playing DVDs, CDs, and tapes and 2 copy machines and a microfilm reader for student use. The Library's instructional computer lab consists of 30 more computers, a data projector, a visualizer, and a SmartBoard. There are online research databases available via the library's webpage which are available both on and off campus. The library computers have internet access and Microsoft Office software available for student use. Wireless access to the Internet is available throughout the library. [---from Bob – need to revise format. ---]

### Non-Instructional Technology Resources for Students

- Open Computer Labs and other Student Computers -- [cyber café and other areas] -- [Provide inventory – number of computers, location, etc. -- Cres]
- Go-Print Stations

### Technology Resources for Employees

- # of computers on campus and their distribution among faculty, admin, and staff
- # of printers and photocopy machines

## Technical Support and Training

### Campus Technology Support Services (CTSS)

CTSS provides technology support and services to faculty and staff, which includes: desktop computer installation and support, classroom technology installation and support, network troubleshooting and ----- [Cres]

### Instructional Technologist

## Environmental Scan

### National and State Trends

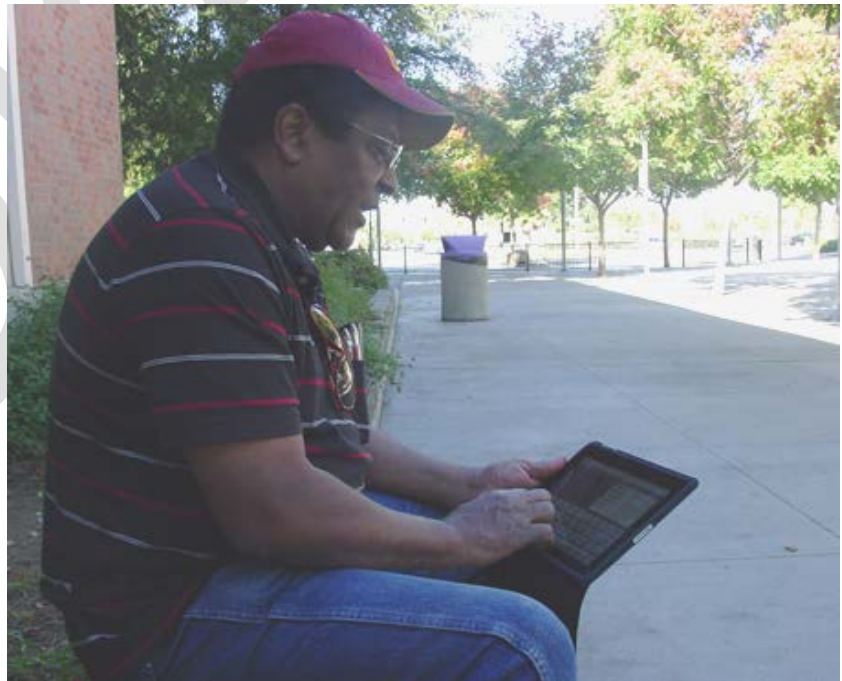
Use PEW info

### College Environment

Student demographics -  
Relevant Maas plan info

New buildings planned

Results of technology needs  
surveys and other needs  
assessment info (program  
review)





# Technology Vision, Goals, and Strategies 2011 - 2015

## Vision

SJCC's vision is to provide a technology environment that is innovative, sustainable, accessible, and responsive to the educational and operational needs of our diverse campus community.

## Goals

1. --
2. --

San Jose City College values and promotes a technology environment in which:

- Technology facilitates and enriches educational activities in all campus and online environments.
- Technology supports and expands the delivery of student services.
- Faculty, students, and staff have access to technology tools and resources that enable effective and efficient teaching, learning, and working environments
- Faculty, staff, and students have access to training and support services to gain facility in using new software, hardware, and technical equipment
- Institutional data is collected and made available to faculty and staff to enable measurement of outcomes, submission of institutional reports, and data-driven planning and decision-making.
- Technology streamlines administrative and operational processes and services
- Technology enables convenient, efficient, and secure communication and information sharing among all constituencies within the college.
- Technology resource acquisition, allocation, and replacement is transparent, equitable, and based on program review.



- The college technology infrastructure and resources are managed by professional administrative leadership.

## **Goals**

1. **Provide a technology environment that supports and enriches learning and furthers the success of each student.**
2. **Marshal technology to facilitate student support services [--note: this would include: registration, recruitment, retention, advising, financial aid, transfer, course catalog]**
3. **Provide a technology leadership position to oversee technology resources, training, and support for all modes of instructional delivery.**
4. **Coordinate with the District Office to improve and better utilize technology resources and services provided.**
5. **Provide accountable organization and leadership that effectively manages information technology and provides support to faculty, students, and staff. [data]**
6. **Provide leadership for Distance Education and expand online course offerings.**

**[--Kathy – This goal is wordy and vague. I think I’m having problems formulating it because there’s more than one goal there. Here are some of the issues I want to make sure we can include somewhere:**

- **Need better communication about technology (planning, available resources, etc.).**
- **Need greater transparency in decision-making about the distribution of technology and technology funding.**
- **Need processes for evaluating the effectiveness of technology resources.**
- **Need more technology training (professional development).**
- **Need greater attention to innovation, sustainability, and coordinated planning.**
- **Need greater participation in technology planning, including processes for all students and employees to be able to provide input.**

**Are there any over-arching goals there? We could also have six or seven goals. ---]**

## **Strategies**

**TO REVISE, INCORPORATE, AND/OR DISCARD**

Goal 1: -----

The first priority of the San Jose City College Technology Team is to guarantee and maintain technology systems that empower students to learn; collaborate with faculty, staff, and each other; and track progress toward achieving their educational goals.

Action Plan	Priority	Time-line	Responsibility	Outcome
1-A. Provide training for faculty in all functions/features of the Learning Management System, Moodle	High	Ongoing	Instructional Technologist	
1-B. Provide technical support for students (MyWeb, Moodle, computer skills)	High	2011 & ongoing	?	
1-C. Increase the number of Distance Education courses	Med.	2011 & Ongoing	Division Leads, Faculty, Instructional Technology	
1-D. Increase the number of web-enhanced courses in all disciplines	High	2011 & Ongoing	Division/Faculty Leadership with ITSS & CTSS support	
1-E. Develop a fully online degree program.	Med.	2013	Division Faculty with Instructional Technology support	
1-F. Develop an online evaluation process for Distance Ed courses.	High	2011	Distance Education Committee with ITSS	

Action Plan	Priority	Time-line	Responsibility	Outcome
			and Web Master support	
1-G. Assist student services to implement online matriculation services (e.g., Assessment, Admission & Records, Orientation, E-Advising, Financial Aid)	High	Ongoing	ITSS/CTSS/ Student Services	
1-H. Identify instructional areas that still need computer replacement or upgrades and prioritize the needs	High	2011	CTC with input from Divisions	
1-I. Implement the student and staff web portal and disseminate information for its use	High	2010	Chief Technology Officer/Web Master???	
1-J. Expand the use of high definition televisions to disseminate announcements/information in high traffic areas	Med.	2011	???	
1-K. Provide broadband and wireless connections in future buildings and existing locations without them.	Med.	Ongoing	Chief Technology Officer/ ITSS/CTSS? ???	
1-L. Identify the need for non-computer instructional technology (e.g., Smart boards, document viewers, ????) and prioritize locations for classroom upgrades	High	2011	CTC with input from Divisions	
1-M. Implement an emergency response system???	High	2011	???	

Outcomes -- measurable???

More San Jose City College students will benefit from technology-facilitated learning, receive training in its use, and have the means to evaluate instructional quality, resources, and online course offerings.

Students will benefit from non-computer instructional technology in smart classrooms equipped with technical tools that enhance instruction.

Students will be better linked to course content, better informed of course expectations, and more closely connected to campus support services through their CMS (Moodle), the active campus portal, and electronic information dissemination systems.

Goal 2: Use technology to support administrative and operational services and processes.

All college processes rely on technology, which requires flexible and efficient technical support for all hardware and software applications. The college's technology team will continue to work with users in all service areas to resolve technical difficulties, to identify processes that could be automated, prioritize those processes, and improve them as needed.

Datatel: budget transfers, pre req waivers

LMS

Institutional research

What processes need to be automated?

Reports server??? Do we meet reporting requirements of the Ed Master Plan, Enrollment Management Plan, BSI, Program Review, and Title V???

Enable faculty to check pre-requisites of students in their courses

See Skyline. What do we have for administrative????

Faculty: MyWeb: email, course rosters, online grade submission, census,???

Students: WebReg, grades, CMS (Moodle) ????

Goal 3: Maintain the reliability and security of technology systems and infrastructure.

Web page?

Network infrastructure – what secures it?...See Standard III.C Provisions for Reliability Disaster Recovery, Privacy and Security

**Campus Technology Committee** [Get Charge of SJCC CTC. Highlighted section is from EVC.]

Goal 4: Guarantee access to campus technology resources and adhere to accessibility standards in purchasing and implementing technology and software. (See Standard III.C)

Goal 5: Provide accountable organization and leadership that effectively manages information technology and provides support to faculty, students, and staff.

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#### ALTERNATIVE DELIVERY SYSTEMS

- Expand course offerings that utilize alternative delivery systems and provide training, equipment, infrastructure and support for students and instructors.

#### OUTREACH

- Ensure the College recruitment efforts are coordinated with adequate and appropriate support services to meet the needs of incoming students.
- Establish corporate connections with the local community, especially in the emerging technology fields.

#### STAFF DEVELOPMENT

- Provide ongoing training opportunities for faculty and support staff to communicate with students in the modes most utilized by students.

Strengths	Weaknesses
Opportunities	Threats

DRAFT