# Cañada College

# Technology Strategic Plan

## 2017-2019

# Contents

## Committee Overview

The Cañada College Technology Committee is a subcommittee of the Planning and Budgeting Council and is composed of representatives from every division of the college including staff, faculty, administrators, and the District Information Technology Services staff. The Technology Committee meets a minimum of two times per year and will provide an update to the Planning and Budgeting Council in spring on technology issues, such as:

- Accomplished goals for current year.
- Progress made regarding replacement and new technology implemented on campus.
- Development of new components of the Technology Plan deemed to be in accordance with the changing technology needs for instruction, student services, and business operations.
- Use of appropriate instruments in consultation with the PRIE Department that assess the technology needs of the College.
- Review of the yearly allocation for technology.

The Committee ensures that its plan informs and is integrated with the San Mateo County Community College District Strategic Technology Plan. The Technology Plan is a living document providing guidance for the acquisition and application of technology in a continually changing teaching and learning environment. The Plan is intended to act as a compass, giving direction to the technology decisions and vision of the College. Technology is implemented both to enhance and improve instruction and to provide ways for the college to perform its operations in business, research, and student services more effectively.

## Cañada College Technology Vision

The Cañada College community will have immediate and easy access to up-to-date, secure, reliable technology that expedites learning, improves instruction, facilitates communication, and supports all operations of the College. Technology will be accessible anywhere, anytime, and maintained by highly trained technical professionals.

# 2014-2016 Goals & Objectives Progress

**Goal 1:** Optimize the use of new and existing technologies throughout the College by providing technology- related professional development resources to faculty and staff.

- **Objective 1.1**: The instructional designer, CIETL, and the Professional Development Committee will promote and increase training opportunities (internal and external) for faculty and staff to learn to use technology more effectively.
  - ○ *Progress Update:* The instructional designer and CIETL had limited resources in engaging in new PD training opportunities. However, there were opportunities available via Lynda.com and district offerings. At the College, there have been specific banner trainings for certain departments and via flex day. Additionally, Omni Update training was available at Flex Day. The college hired a full time professional development staff member, the Director of Professional Development & Innovation, who will be able to develop and support these activities. This position will incorporate instructional design, distance education, and SLO development. The new full time position will utilize the results from the Spring 2014 Technology Needs Survey to address technology needs of the College.
- **Objective 1.2**: Develop and administer instruments that survey and assess the technology training needs of faculty and staff.
  - ○ *Progress Update:* Due to administrative and personnel changes the survey for 2014-15 was not conducted. The committee conducted the survey in the Fall of 2016.
- **Objective 1.3:** Determine the necessity for new or expanded technology to ensure professional development training is provided to faculty and staff.
  - ○ *Progress Update:* Office 365, one drive, Skype were offered as new and expanded training. There has been ongoing training for this throughout the year.
- **Activity 1:** Technology committee members meet with CIETL coordinators and Instructional Designer to review results from annual Technology survey and agree on specific trainings to be offered through CIETL for faculty and staff and ensure the availability of a dedicated training room specifically with computers.
  - ○ *Progress Update:* Results of the Fall 2016 survey are summarized in this plan. Due to administrative and personnel changes this discussion did not take place.

**Goal 2:** To establish the technology infrastructure to continually improve the operations and services of the college.

- **Objective 2.1:** Work closely with District ITS to assess the needs of the college and determine its ability to support current and new technology.
  - ○ *Progress Update:* The replacement cycle and timeline are in place at the District.
- **Activity 1:** Review the College's computer/equipment inventory spreadsheet and recommend purchases based on the replacement criteria.
  - ○ *Progress Update:* This occurs during Technology committee meetings, see Fall 2016 inventory list.
- **Activity 2:** Explore and evaluate pilot programs for new technologies at the College.
  - ○ *Progress Update:* Canvas was piloted in Summer 2016 and launched in Fall 2016 through Summer 2017. The college was part of the Common Assessment

Initiative pilot in 2016. The college moved to a multiple measures process for moving students into the appropriate course levels. This uses student assessments, self-assessment, and high school transcripts.

- **Activity 3:** Ensure that ITS and the College Business Office continue to track and monitor progress.
    - o *Progress Update:* The progress on computer labs continues to be reviewed and updated by ITS. The individual desktop/laptop updates are still being reviewed by the business office and the office of the Vice President of Administrative Services.

**Goal 3:** Ensure that compliant and current adaptive and assistive technology is available to all students possessing any form of learning and/or physical difference.

- **Objective 3.1:** Evaluate the present use of adaptive technology by students, faculty and staff who have a documented disability that prevents access to standard computer hardware and software.
    - o *Progress Update:* This is completed during the Disability Resource Center (DRC) program review process.
- **Objective 3.2:** Determine the necessity for new or expanded technology that is more likely to satisfy special learning needs.
    - o *Progress Update:* This is completed during the program review process.
- **Objective 3.3:** Survey the need to provide training for faculty who teach hybrid and on-line courses in the use of adaptive and assistive technology.
    - o *Progress Update:* This is completed during the program review process.
- **Activity 1:** (students only as District HR is responsible for faculty & staff disability accommodations) Review the DRC student's disability documentation for any prescriptive recommendation of hardware/software and use of technology. Review the educational limitations on learning caused by a DRC student's disability diagnosis to determine if the student would benefit from use of alternate media or adaptive technology.
    - o *Progress Update:* During the 2016-2017 year the Disability Resource Center served nearly 400 students. Each of these students developed an individualized accommodation plan through an interactive process with either Learning Disability Specialist/DRC Counselor Jenna French or DRC Director Max Hartman. When appropriate, students were authorized the use assistive technology hardware and software as an accommodation and were referred to our Alternate Media/Assistive Technology Office. We have seen an increased usage in both our Kurzweil, text to speech software, and our Smart Pen lending program. Please see Appendix A for more information.
- **Activity 2:** Continue professional development activities and educational workshop attendance for the Alternate Media Specialist through the CCC High Tech Center located at DeAnza College and/or national or regional providers. Coordinate with the District ITS to continue to replace outdated computers located in the Alternate Media Lab, DRC office, Library and Learning Center so that the computers sufficiently support alternate media software.
    - o *Progress Update:* During one of our Technology Plan Meetings last year, as a committee we decided to include all of our assistive technology software that we have district or campus licenses for on every computer available for student use.
- **Activity 3:** Provide confidential memos to DRC students upon their request each

semester so that professors of lecture, hybrid and/or on-line classes are aware of a DRC student's academic accommodation and needs.

- o **_Progress Update:_** When requested, the DRC provides an updated accommodation memo to each student, each semester, for each of their classes. For online courses the DRC emails a PDF of the accommodation memo to the student that they share directly with their instructors.

## 2017-2019 Goals & Objectives

**Goal 1:** Assess technology-related professional development needs and coordinate with the Professional Learning Committee to offer ongoing technology-related professional development to faculty, staff and administrators.

- **Objective 1.1**: Update and administer a survey in collaboration with the Office of Planning, Research and Institutional Effectiveness that collects information on training, software and hardware needs.
- **Objective 1.2**: Offer technology-related professional development to faculty, staff and administrators at Flex Days.
- **Objective 1.3:** Identify and test new technology that expedites learning, improves instruction, facilitates communication, and/or supports the operations of the College.
- **Activity 1.1:** Assist the District Distance Education Advisory Committee with the District-wide beta testing, adoption and/or evaluation of Screencast-O-Matic, NetTutor and Proctorio.

**Goal 2:** Maintain a technology infrastructure that will allow for the continuous improvement of College operations and services.

- **Objective 2.1:** Work with ITS to update the inventory, replacement cycle, criteria and timeline and disseminate that information to the college
- **Objective 2.2:** Collaborate with the District and the Office of Administrative Services to clarify technology-purchasing procedures.
- **Objective 2.3:** Evaluate the Employee Office Technology Device Replacement Policy, put forth in March of 2017.
- **Activity 2.1:** Work with faculty and ITS to compile a list of all off-site locations and their technology needs. Clarify how faculty, staff and students at those locations receive technology support.

# Summary of Technology Replacement

ITS developed a spreadsheet for all college faculty and staff computers and printers. The spreadsheet contains the person's name, type and location of equipment, date of purchase, and warranty information. Workstations and printers are replaced in order by age as identified by the Faculty/Staff Fall 2016 Inventory List prepared by ITS. The employee chose a desktop or laptop from the approved list by ITS. ITS work orders took precedence for replacement of equipment.

| Fund | 31069 Lottery (Instructional Supplies & Software) | | Fund 45312 (Computer, Equipment – FF&E) | | Fund 43383 One-Time Equipment Funds | | ITS Fund (for Replacement Labs, Projectors & Printers) |
|---|---|---|---|---|---|---|---|
| Carryforward | | $149,821.60 | | $948,461.64 | | $1,922,956.10 | |
| FY18 Allocation (Approximation for Lottery) | | $210,000.00 | | | | | |
| **Available Balance** | 0 | $359.821.60 | 4 | $948,461.60 | 4 | $1,922,956.10 | |
| Expenses – Approved & Allocated during Program Review | | $21,065.00 | | $92,124.00 | | $11,745.00 | |
| Expenses – On-Going | | $185,076.52 | | $179,073.71 | | $33,000.00 | |
| **Available Balance** | 8 | $153,680.00 | 3 | $677,263.90 | 4 | $1,878,211.10 | |
| **Estimated Total Available Resources** | \$2,709,155.15 | | | | | | |

### Criteria Used for Replacement of Computers & Printers
The criteria used to determine the replacement of computers and printers will be updated in collaboration with ITS.

# Fall 2016 Technology Effectiveness & Needs Survey Summary

In November 2016, the Cañada College Technology Planning Committee (TPC) released a college-wide survey to faculty and staff to help survey and assess current technologies on the campus, and the possible needs for future technologies. The questions were created and refined with input from the entire TPC, with representation from all College Divisions, student representation, as well as campus and District ITS. A summary of the Results of the survey from 68 total respondents follows.

Over 81% of Faculty and Staff use Technology for communicating with students and colleagues. Additionally, over 64% of respondents use technology in everyday teaching. Nearly 60% of those surveyed use technology for professional learning. However, 53% of respondents indicated that they use technology for research and analysis, operational systems, collaboration tools, and production and preparation.

When asked about the modalities they would like in future technology training, 80% would like face to face classroom experiences with hands on examples to work from. Suggestions included Banner, dreamweaver, but primarily the need was for on demand help when something arises. Additionally, 72% agree that Flex Day trainings were best for future technology training, with an additional 67% saying one on one meetings were preferred.

73% of employees had no desire to be more involved with decisions regarding campus technology, and felt that current measures for input were sufficient.

Suggestions for technologies that Cañada should pursue included:

- More software licenses in 13-213, 214 and 217
- Regular updates on 'what's new' in technology, opportunities for new technology demos, opportunities to pilot new technology.
- Something that allows remote lecturing and remote speakers (including recording. not Skype).
- Something like Canvas but that allows more personalization and that is more robust.
- Handheld devices Collaborative software
- Bi-directional interactive smart classrooms - to simultaneously offer class on multiple campuses and/or remote locations.
- microphone for recording lectures
- Interactive white board, document cameras in all classrooms, access to labs where students can use
- computers (but not necessarily computer classrooms; when you are not using them, the computers get in the way).
- Program updates (ex: Microsoft 2016) on latest version
- iPads for teachin, audience response clickers, go pro
- Graphics Tablets, Video Projectors at same resolution as teaching machines.
- Something for online virtual office hours - whiteboard or something like it.
- SmartBoards, document cameras and interfaces to use iPad as doc camera
- 3-D printers (for students to experiment), color copier, hot spots (for students)
- A video recording studio for drop in training for faculty and staff.
- Adobe Photoshop Adobe Illustrator Adobe InDesign Camtasia Microsoft Excel
- Simulcast hardware for classrooms

- Vs code, komodo osx laptos for webprogramers. lynda.com accessibility tech webinars, excel, Re it, 3D max, illustrator

General suggestions for improving Technology at Cañada College include:

- Please equip every classroom with a computer, doc camera, and projector in every classroom. We also need more access to printers at various locations on campus not just one in our department.
- How about just ensuring that our current computer needs do not become antiquated
- Mobile Wi-Fi routers, more smart classrooms with control podiums, smart whiteboards in the group study rooms, and 3D printers
- Streamlined replacement process
- Current software compatibility - e.g. Java and Banner compatibility.
- offer workshops or presentations where you engage faculty by saying "here's a challenge you're likely to face, on Tuesday we'll have a one hour demo on how XXXX technology can help you meet that challenge."
- I think we have some great people working to improve technology at Cañada, but I think we are in an area where it should be simple to bring in people who are very adept at the technology aspect of things but perhaps we should look outside of educational technology and at what businesses are using technologically to solve the same kinds of problems we encounter.
- On-going training and exposure to new technologies to help students and in the workplace
- Training is a real problem here. The Flex days, in particular, are useless. The issue is that multiple workshops are scheduled at the same time, so everyone goes to the ones that are about the topical issues (e-portfolios, diversity, equity...). That leaves no room for a technology training session, which we ALL need so desperately. Much of the resistance faculty members show toward things like assessing SLOs or updating CORs comes from their fear that they don't know how to use the technology (e.g. Tracdat or Curricunet) related to doing those tasks. And they'll never overcome that fear because they never get the tech training they need. We need to have training sessions with mandatory attendance, that's all there is to it, or at the very least, training sessions at a time when nothing else is scheduled (e.g. during a division meeting with nothing else on the agenda
- A laptop is the most essential tool, as I work weekends and nights too.
- Teachers should not have to bring their own laptops and speakers to class!!! Support teachers with technology!!!

- Have series or grouping of trainings that lead to a certification of sorts (Microsoft, On-line conferencing, etc.) exposing employees to training other than what they use on a daily basic would be investing in the whole person not just the position they hold.

- Collaborative software with appropriate professional development training. Professional training that is more flexible and abundant. IE:(day and evening schedules). training that focus on learning to fully utilize the current software and hardware without being to intrusive. Training that would focus on current social media trends that current and future students utilize.

- Providing faculty with technology requests that would enhance their teaching,

especially for distance education

- Higher-speed WiFi
- Update smart classrooms, as there is some very old equipment -Include in classrooms "quick guide" instructions on using projector/document camera/plugging in laptops. (current instructions include the contact person for help as Mike Tyler)
- Teacher computer stations in classrooms (currently instructors need to bring their laptops and it is not convenient for adjunct instructors to have to use their personal laptops). Currently do not have enough "loaner" laptop in the Division.
- Document camera's in all classrooms. More computer labs! Currently cannot provide for all the requests.
- Please make it easier to acquire new technology. There is A LOT of push back whenever we try to acquire anything new.
- Upgrade some computers in the Library and Learning Center to have ability to have some of our course software in both places for students to use on weekends. 1. QuickBooks (Accounting) 2. AutoCAD (Interior Design) 3. Medisoft (MEDA) 4. Martin Deans (paralegal)
- Look at ways we can support students who do not have access to basic technology (laptop, desktop, internet) at home. Improve accessibility: increase access to students who might need laptops (e.g., Chromebooks).
- Improve reliability: especially of access to Canvas, and of internet access while on campus.
- More frequent input from more faculty and staff -- and survey students as well. More specific training (Adobe, MS, Camtasia), especially on flex days and Fridays.
- Whenever a mass quantity purchase of technology is requested, it is important that we value the need for that piece of equipment, and plan out the correct quantity as to not go "overboard". The corresponding group of faculty/staff/administrator should already be familiar with said technology/hardware/equipment. I have heard of multiple examples where the employee has a closet full of tech, and does not know how to use it.
- Better wifi access in classrooms
- Would like the ability to text students
- Create an information protection policy that prohibits the use of personal private information as passwords, including temporary passwords. Social Security numbers should not be used for access to the printer. Birthday should not be used for access to WebAccess etc. 2) Require authentication to all computing resources: remove workstations connected to the network that don't require authentication e.g. copy/mail room pcs.

## SMCCCD ITS Strategic Plan

The SMCCCD ITS Strategic Plan is a five year plan describing the services, technology initiatives, goals and accomplishments of the department of Information Technology Services at the San Mateo County Community College District which includes Cañada College, College of San Mateo, Skyline College and the District Office. The SMCCD ITS Strategic Plan is currently out-of-date, having ended in 2016. The Cañada Technology Committee will review the updated Strategic Plan when it is published and work to align the College's efforts with the District's goals related to technology.

# Appendix A

# California Community Colleges Chancellor's Office Disabled Students Programs & Services (DSPS) Summary Report

| | Annual 2016-2017 | Annual 2016-2017 |
|---|---|---|
| | Student Count | Student Count (%) |
| **Canada Total** | 395 | 100.00 % |
| **Acquired Brain Injury** | 18 | 4.56 % |
| **Attention Deficit Hyperactivity Disorder (ADHD)** | 65 | 16.46 % |
| **Autism Spectrum** | 9 | 2.28 % |
| **Developmentally Delayed Learner** | 19 | 4.81 % |
| **Hearing Impaired** | 15 | 3.80 % |
| **Learning Disabled** | 126 | 31.90 % |
| **Mobility Impaired** | 22 | 5.57 % |
| **Other Disability** | 40 | 10.13 % |
| **Psychological Disability** | 76 | 19.24 % |
| **Visually Impaired** | 5 | 1.27 % |

*Report Run Date As Of : 11/22/2017 10:31:04 AM*