



Technology Strategic Plan

2019 - 2021

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Technology at Cañada College

In light of the increasing use of technology to enhance instructional delivery, to engage and support students, to collect and assess data and to carry out many college operations, it has become necessary to re-evaluate our approach to the planning efforts of our college in regard to technology use and implementation. Technology is no longer a topic pertinent only in the context of online education, although the online education context is central to the technology conversation at Cañada College. Additionally, technology is now an important aspect of face-to-face instruction, student services and all operations of the college. Technology implementation should aim to both enhance and improve instruction and to provide ways for the college to perform its operations in business, research, and student services more effectively.

Mission

- Develop a Technology Strategic Plan that reflects the needs of Cañada's faculty, staff, students and Strategic Planning Efforts;
- Prioritize and offer guidance related to technology purchases, replacements and innovations;
- Identify and support technology needs and innovation that will enhance all functions of the College;
- Encourage inclusive dialogue around technology and participate in the Shared Governance structure to represent technology needs for students, faculty and staff.

Vision

The Cañada College community will have immediate and easy access to up-to-date, secure, accessible, and reliable technology that expedites learning, improves instruction, facilitates communication, and supports all operations of the College. Technology professionals will maintain and support accessible technology for the entire Cañada College community.

This Plan

The Cañada College Technology Strategic Plan aligns with the San Mateo County Community College District ITS Strategic Plan whenever possible. The Technology Plan is a living document providing guidance for the application of technology in a continually changing teaching and learning environment. The Plan intends to act as a compass, giving direction to the technology decisions and vision of the College. Technology implementation aims to both enhance and improve instruction and to provide ways for the college to perform its operations in business, research, and student services more effectively.

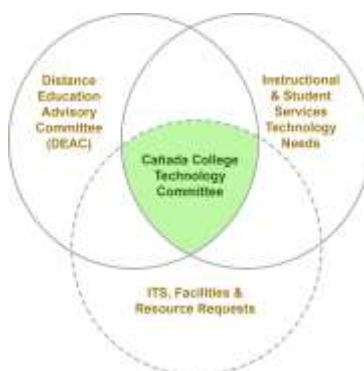
Technology Committee Overview

The Technology Committee reports directly to the Instructional Planning Council. The Technology Committee tri-chairs are also tasked with reporting out Committee recommendations to their constituent groups, including Academic Senate, Classified Senate, Student Services Planning Council, Administrative Planning Council and Planning and Budgeting Council. The Technology Committee serves to ensure that the Cañada College community will have immediate and easy access to up-to-date, secure, accessible, and reliable technology that expedites learning, improves instruction, facilitates communication, and supports all operations of the College.

Meeting Structure

As of the Spring of 2019, the existing Technology Committee structure was updated to

demonstrate the Technology Committee’s relationship to instruction. The Technology Committee now operates under three main areas of focus: Distance Education Advisory Committee, Instructional & Student Services Technology Needs, and ITS, Facilities & Resource Requests, and will alternately convene to discuss and address each of these areas of focus as needed. The meeting schedule will be published at the start of each semester. Agendas will be provided at least one week prior to each meeting to ensure that the appropriate stakeholders for each topic are present during the meeting. All meeting agendas, minutes, and related materials will be posted to the [Technology Committee website](#).



Membership

The Committee is led by a tri-chair made up of the Dean of Academic Support & Learning Technologies, the Online Education Faculty Coordinator and the Instructional Technologist.

Composition of Voting Members

Members with a ‘Rep’ designation are responsible for reporting out to the group noted below.

- Dean of Academic Support and Learning Technologies (Tri-Chair, IPC Rep)
- Faculty Online Education Coordinator (Tri-Chair, Academic Senate & Distance Education Advisory Committee Rep)
- Instructional Technologist (Tri-Chair, Classified Senate Rep)
- Technology-Focused Faculty Member
- District ITS representative
- Local ITS representative
- Student Services Representative, Classified (SSPC Rep)
- Associated Students of Cañada College representative
- Vice President of Instruction (APC Rep)
- Vice President of Student Services (Section 508 Coordinator, PBC Rep)

Faculty: 2 | Classified: 2 | ITS: 2 | Administrators: 3 | Students: 1

Resource Members

The Technology Committee has historically operated with the participation of a large number of committee members. This proved to make taking action and moving forward difficult, however, it is essential for the Technology Committee to have a wide variety of perspectives to consider in the decision-making process. The participation of resource members is valued and necessary to the successful work of the committee. The listing of resource members is not intended to be restrictive, however, the composition of resource membership should include at a minimum:

- Technology-Focused Faculty representatives from each non-represented division
- Disability Resource Center Representative
- Professional Learning Committee Representative
- Guided Pathways Steering Committee Representative
- Library Representative
- Learning Center Representative
- Vice President of Administrative Services
- DEAC Membership

Charges

The Technology Committee is charged with advising the Instructional Planning Council on a range of issues related to technology, including, but not limited to the following:

1. Develop the two-year Technology Plan that (a) summarizes the work the committee has accomplished, (b) sets forth the goals and objectives for the coming two years, (c) aligns with college and district plans, goals and objectives, (d) integrates into institutional planning at all levels, and (e) provides direction for the College's technology vision.
2. Prepare annual progress reports on the committee's work on the goals and objectives set forth in the Technology Plan and on the committee's work in the following areas.
3. Assess & Evaluate
 - Technology usage and needs annually with assistance from the Office of Planning, Research and Institutional Effectiveness;
 - Technology resource requests by participating in the Planning and Budgeting Council's annual resource request prioritization meeting.
4. Develop Procedures and Policies for
 - Educational technology and online instruction in consultation with the Accreditation Liaison Officer, Disability Resource Center (DRC) and Vice President of Instruction regarding compliance with external mandates, including specifications articulated by Title 5, the Accrediting Commission for Community and Junior Colleges (ACCJC), and Section 508 of the Federal Rehabilitation Act;
 - Minimum campus technological standards in collaboration with Information Technology Services (ITS);
5. Make Recommendations for
 - The implementation of centralized online student support services;
 - The appropriate use of educational technology, in particular the use of proprietary applications (e.g. textbook publisher's online resources) that support teaching and learning;
 - Technology needs and policies for the Instructional Planning Council (IPC) and the Planning and Budgeting Council (PBC);
6. Review & Approve annual campus technology inventory, replacement cycle and replacement criteria drafted in collaboration with Information Technology Services (ITS);
7. Collaborate with the Professional Learning Committee to determine campus professional development needs related to technology.
8. Consult with Academic Senate when committee work may impact academic and professional matters that fall within the 10 + 1 area.
9. Consult, advise, and collaborate with, as appropriate, other college and district colleagues concerned with the effective use of technology.
10. Continuously improve the Technology Committee structure, mission, plan, goals and objectives in order to adapt to the changing technology needs for instruction, student services, and business operations.

2019-2021 Goals & Objectives

Goal 1: Assess technology-related professional development needs and coordinate with the Faculty Professional Development Coordinator, Professional Development Committee and Academic Senate to offer ongoing technology-related professional development to faculty, staff and administrators, in order to better serve our students.

- **Objective 1.1:** Update and administer a survey, in collaboration with the Office of PRIE, in order to collect information on training, software and hardware needs.
- **Objective 1.2:** Offer technology-related professional development to faculty, staff and administrators.
- **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 or College-wide beta testing, adoption and/or evaluation of Screencast-O-Matic, NetTutor and Proctorio.

Goal 2: Support a technology infrastructure and end users' devices in order to allow for the continuous improvement of the College operations and services that we need to best support our students.

- **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 and students at those locations receive technology support.

Goal 3: Evaluate the Spring 2019 updates to the Technology Committee structure and membership in order to maintain an inclusive and productive dialogue around technology at Cañada.

- **Objective 3.1:** Host discussions at the Planning Councils, Senates, ASCC and PBC regarding the Technology Committee's work through the Fall of 2019 to gather feedback from a representative sample of the College community.
 - **Activity 3.1:** Present feedback at the December Technology Committee meeting and draft an update for the December IPC meeting, including proposed improvements to implement for the Spring 2020 semester.

Criteria Used for Replacement of Computers & Printers

ITS uses the following main criteria to evaluate the condition of technology to determine when items need to be replaced to maintain a high quality of technology equipment for students, faculty and staff on campus.

1. Does ITS support the equipment?
2. How long has the equipment been in use?
3. How frequently are repairs and work orders being requested to keep the equipment running?
4. Is the technology current?
5. Are there other instructional or non-instructional needs that need to be addressed?
6. Are there any other factors that need to be considered?

Technology Budget & Resource Allocation

Historically, the Technology Committee oversaw a budget specific to technology. With the conclusion of this technology budget, the committee now supports technology equipment acquisition and replacement by (1) prioritizing new technology equipment and reviewing technology replacements, and (2) serving as a conduit between the District and the College on topics related to technology acquisition. Should the college receive another technology budget in the future, the Technology Committee will again be responsible for the oversight and allocation of the technology budget.

Technology Equipment Purchasing & Replacement Process

ITS prepares an annual comprehensive inventory list of all of the technology equipment on campus. This list separates instructional equipment from staff & faculty equipment and is ordered by how long equipment has been in use, with old, broken, and out-of-date equipment being recommended for replacement using the criteria listed above. ITS' comprehensive inventory list is sent to the Vice President of Administrative Services to guide how the budget is allocated for technology replacement in the coming academic year. New technology equipment requests can be submitted through the program review process. All technology equipment replacements and new purchases are reviewed and prioritized by the Technology Committee before final prioritization takes place at the Planning & Budgeting Council.

Process for Replacement of Existing Technology Equipment

1. Work order submitted to ITS requesting existing equipment be evaluated based on the criteria above for replacement.
2. ITS send their evaluation of existing equipment along with their recommendations to the requestor, their supervisor, either the VPSS or VPI, depending on where the equipment is housed, and the VPAS.
3. VPAS determines the budget available for replacement costs and reports back to the group.
4. Technology equipment replacements are reported monthly to the Technology Committee for review.

Process for Purchasing of New Technology Equipment

1. Submit a work order to ITS requesting a consultation regarding the equipment being requested.
2. Submit a resource request for new technology equipment in the Fall semester during the Program Review process, along with supporting evidence for the need of the equipment

being requested.

3. All resource requests are first prioritized by each program's supervisor.
4. Technology resource requests are then sent to the Technology Committee for prioritization.
5. Technology resource requests, along with all other resource requests, are then sent to the Planning & Budgeting Council for final prioritization before being sent to the VPAS, who will review the budget and prepare and funding proposal.
6. Purchasing of approved new technology equipment should align with the following purchasing procedures outlined by the District:
 - [SMCCCD Purchasing Procedures](#)
 - [Software & Hardware Technology Purchasing Procedures](#)
 - [Purchase of Cloud-Based or Enterprise Software Guide](#)

Recommendations for Decommissioned Technology Equipment

The Technology Committee strongly recommends that old, broken, and/or out-of-date technology equipment that has been decommissioned by ITS, be sent to surplus. It is recommended that this equipment not be re-located and re-purposed on campus, so as to avoid students, faculty and staff being encumbered by poorly functioning equipment, and to avoid leaving the College's network vulnerable.