

III.C TECHNOLOGY RESOURCES

Technology resources are used to support student learning programs and services and to improve institutional effectiveness. Technology planning is integrated with institutional planning.

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TECHNOLOGY RESOURCES

III.C.1

The institution assures that any technology support it provides is designed to meet the needs of learning, teaching, college-wide communications, research, and operational systems.



TECHNOLOGY RESOURCES

III.C.1.a

Technology services, professional support, facilities, hardware, and software are designed to enhance the operation and effectiveness of the institution.

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TECHNOLOGY RESOURCES

III.C.1.b

The institution provides quality training in the effective application of its information technology to students and personnel.

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TECHNOLOGY RESOURCES

III.C.1.c

The institution systematically plans, acquires, maintains, and upgrades or replaces technology infrastructure and equipment to meet institutional needs.

TECHNOLOGY RESOURCES

III.C.1.d

The distribution and utilization of technology resources support the development, maintenance, and enhancement of its programs and services.

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TECHNOLOGY RESOURCES

III.C.2

Technology planning is integrated with institutional planning. The institution systematically assesses the effective use of technology resources and uses the results of evaluation as the basis for improvement.

III.C TECHNOLOGY RESOURCES

Self Study Examples

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TECHNOLOGY RESOURCES

III.C.1

The institution assures that any technology support it provides is designed to meet the needs of learning, teaching, college-wide communications, research, and operational systems.

Descriptive Summary

College provides its students, faculty, staff and administrators with a comprehensive array of technology to support learning, teaching, college communication and overall efficient operations of the college. To ensure that the technology deployed is supported and meets the needs of the college community, there are multiple measures in place to provide strong leadership and decision making around technology purchases, implementations and infrastructure investments. The college has several methods of assessment and evaluation to ensure that the technology it deploys meets the needs of students, faculty and staff and that the expectations of these groups are met or exceeded.

The college is strengthening its program review process so that it is tied to its budget allocation model, which channels technology needs from the program and department level to the college wide governance and decision-making groups.

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TECHNOLOGY RESOURCES

Self Evaluation

The college meets this standard.

Planning Agenda

The Technology Committee needs to establish quarterly surveys of faculty, staff and students as a primary means of identifying their satisfaction level with its array of technology services and functions.

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TECHNOLOGY RESOURCES

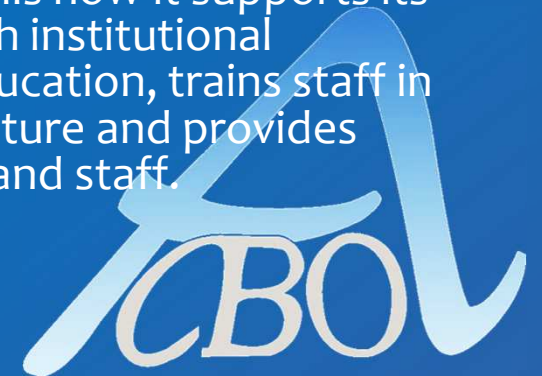
III.C.1.a

Technology services, professional support, facilities, hardware, and software are designed to enhance the operation and effectiveness of the institution.

Descriptive Summary

College uses technology to provide access to outstanding educational opportunities, to facilitate access to services and resources, and to support and improve student learning and success. In April 2013, the college completed a comprehensive five year Technology Master Plan as a continuance of the 2010-2013 Technology Master Plan (III.C.2) defining how the institution uses technology to support its goals as defined by the college mission. The plan provides a framework for college wide decision making around technology, and details how it supports its technology infrastructure, integrates technology planning with institutional planning, provides support and leadership around distance education, trains staff in the technology it provides, and anticipates the needs of the future and provides leadership to meet the technology needs of students, faculty and staff.

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TECHNOLOGY RESOURCES

The college meets this standard.

Planning Agenda

The Technology Committee will conduct semi-annual surveys to further integrate resource and technology prioritization with goals and objectives and program review. Additionally, plans for future leveraging of technology to optimize and automate specific business processes and operations of the college need to be integrated with the larger college planning process.

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TECHNOLOGY RESOURCES

III.C.1.b

The institution provides quality training in the effective application of its information technology to students and personnel.

Descriptive Summary

College has and is planning several methods of assessment to ensure that technology training needs are identified and that students, faculty and staff expectations are met or exceeded. The college plans to use surveys of faculty, staff and students as a primary means of identifying their satisfaction level with its array of technology services and functions. In addition, the college has a program review process that is tied to its budget allocation model. Through assessment of program review and SLO data, the college can identify needs related to technology and assess the progress and success of ongoing technology services and current implementations to identify areas where training is deficient or technologies are underutilized.

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Self Evaluation

... the college's facilities management system, XYZ, the college's enterprise administrative system, and general management professional compliance and development subjects. The college has accomplished much in the past few years related to critical technology implementations and enhancements of learning facilities without major disruption to college services to students, faculty or staff.

The college meets this standard.

Planning Agenda

The Faculty Resource Center will continue to develop varied and helpful training options for the staff on relevant tools and technologies. The IT organization will conduct a needs assessment in spring 2014 via a survey in order to determine specific educational technology training needs. Upon completion of the needs assessment and, in coordination with the Learning Resource and Faculty Resource Centers, training plans will be adjusted and augmented to prioritize and address the various areas of need.

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TECHNOLOGY RESOURCES

III.C.1.c

The institution systematically plans, acquires, maintains, and upgrades or replaces technology infrastructure and equipment to meet institutional needs.

Descriptive Summary

College systematically provides the staffing, organization, funding and participative governance structures necessary to ensure the effective management, maintenance and operation of its technological infrastructure and equipment.

The following sections explain efforts and initiatives being pursued and supported to plan, maintain, upgrade or replace technology infrastructure to meet institutional needs.

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Faculty Technology Support: College maintains a coordinated, ongoing plan for updating faculty and classroom computers, on a five-year refresh cycle. ITS maintains a coordinated database for the updating of all classrooms with multimedia equipment for instructional use. (III.C.5) (III.C.6) The Director of Facilities, the Vice President of IT and the Vice President of Administrative Services work with ITS and shared governance committees to develop timelines for classroom renovations and multimedia upgrades, to schedule the updating of existing multimedia equipment on a five-year refresh cycle and to handle immediate issues that come up such as equipment failure. Computer labs are coordinated in the same manner, and deans and faculty are consulted so that appropriate computer equipment is ordered and installed to meet the needs of the students and faculty from specific division and program areas.

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Administrator Technology Support: College systematically plans, acquires, maintains and upgrades or replaces technology infrastructure and equipment to meet the needs of the college. Classroom technology and faculty, staff and administrative computing College maintains a coordinated, ongoing plan for updating faculty, staff and administrator computers, on a five-year refresh cycle. The college maintains a database of all computers (III.C.6), and coordinates with Resource Allocation Committee and the VP of Information and Technology Resources in ordering new computers and arranging for install timelines.

In addition, the college maintains a coordinated plan for the updating of all classrooms with multimedia equipment for instructional use to schedule the updating of existing multimedia equipment on a five-year refresh cycle and to handle immediate issues that come up such as equipment failure. (III.C.7)

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Technology Accessibility: Because of the growing trend of students, faculty and staff to Bring Your Own Device (BYOD) onto campus and utilize campus resources—namely, wireless access to the internet, network, and campus services—College has enhanced its wireless network across all areas of campus and center locations.

Self Evaluation

The college meets this standard.

Planning Agenda

None.

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TECHNOLOGY RESOURCES

III.C.1.d

The distribution and utilization of technology resources support the development, maintenance, and enhancement of its programs and services.

Descriptive Summary

Decision-making about the use and distribution of the college's technology investments is focused on institutional need as identified from shared governance and strategic groups, including

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TECHNOLOGY RESOURCES

Self Evaluation

The distribution and use of technology resources support the development, maintenance and enhancement of its programs and services.

The college meets this standard.

Planning Agenda

None.

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TECHNOLOGY RESOURCES

III.C.2

Technology planning is integrated with institutional planning. The institution systematically assesses the effective use of technology resources and uses the results of evaluation as the basis for improvement.

Descriptive Summary

Technology planning is integrated with institutional planning and evaluation processes at College. The Technology Master Plan was developed to directly support the educational priorities, goals, and objectives of the college, as articulated in the Educational and Facilities Master Plan.

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Self Evaluation

Through the formation of the college's planning and budget process, College has an effective and transparent mechanism for merging technology planning with institutional planning. The college is evolving a structure for college wide planning and decision making for technology that...

The college meets this standard.

Planning Agenda

None.

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TECHNOLOGY RESOURCES

Standard III C: Evidence

III.C.1 Technology/Human Resources/Facilities
Committee Meeting Minutes

III.C.2 2010-13 College Technology Master Plan

III.C.3 College Technology Master Plan 2013-16

III.C.4 Faculty Resource Center Schedule of Training
Classes

III.C.5 Asset List/Computer Refresh Schedule

III.C.6 College High Level Strategic Direction

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Questions ?

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