

SECTION J

INFORMATION TECHNOLOGY PLAN

**Status Report for San Diego Mesa College Strategic IT Plan
Presented and accepted at President’s Cabinet May 01, 2007**

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 07	Recommendations
1.1 Purchase and deploy computers (and ancillary equipment) for use in classrooms, computer labs, and the Learning Resource Center based on program review requirements, enrollment management and best practices in teaching and learning.	Elizabeth Armstrong	Ron Perez; Bill Craft; Michael Davis (all); Chris Horvath (PC); Dion Aquino (Mac)	IELM and VTEA and General; Funds have been available to purchase new and replacement instructional computers.	Action: 1. Continue to balance funding for replacement program to ensure that a 4-year replacement cycle can be observed. 2. Ensure College Finance Committee is informed of campus computer and software needs.
1.2 Ensure that campus 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.	Bill Craft	Ron Perez; Michael Davis	LRC hours have been extended so that the building is open M, T, W, Th from 7 a.m. - 10 p.m.; F 7a.m. – 5 p.m.; Sat 8 am – 3:30 pm. K400 building is open M-F 7:30 a.m. – 10 p.m. Sat 8 a.m. – 4 p.m.	

<p>1.3 Establish a campus-wide program to replace computers and ancillary equipment on a four-year cycle.</p>	<p>Bill Craft</p>	<p>Ron Perez; Elizabeth Armstrong; Kevin Branson; Michael Davis; Ken Einstein</p>	<p>Because of a spike in previous purchases four years ago, more than 100 computers were continued in use while out of warrantee. (80 in LRC and 21 in Language Lab.)</p>	<p>Action: Maintain a 4-year replacement cycle for all campus computers. Replace software approximately every 18 months.</p>
<p>1.4 Provide an appropriate level of technical staff support for both on campus students and those learning at a distance.</p>	<p>Bill Craft</p>	<p>Michael Davis; Roger Olson; Jill Baker; Andrea Henne</p>	<p>Technical staff support for on campus instruction is readily available and effective.</p> <p>Classified Staff support for distance education instructors and students is inadequate. 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</p>	<p>Planning: See Addendum A, item 2</p>

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: Consult with DSPS representatives on the district AV Contract Subcommittee to ensure that all needs are being met regarding access. 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 SQL based calendar function on the Mesa Website. All pages meet XHTML 1.0 (Strict) and CSS 2.1 standards. All Mesa web pages are designed to meet 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	Jill Baker	Mary Lewis; Steve Manczuk; Mike Gast; Jill Jansen; Alison Steinberg	SDCCD has established one position to support closed captioning. This position will support the entire district, working from an assigned work	Action: Integrate closed captioning support with overall WebCT support at Mesa College. See Addendum A, item 3.

the college.			space in the Mesa LRC. One Mesa College Instructional Assistant will be trained to assist with closed captioning.	
1.6 Ensure that on line resources have appropriate bandwidth and high availability.	Bill Craft	Ken Einstein; Todd Williams	Campus connectivity is slow at times now, but a significant upgrade is planned for the entire district within the next two years.	
1.7 Develop and deliver student services by using portal technology that integrates student enrollment, counseling, communication, and administration in a single system.	Bill Craft	Elizabeth Armstrong; Gail Conrad;	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	Bill Craft	MIT Committee	The MIT committee has updated the Mesa IT Strategic Plan for 07 and prepared the second status report on each goal in the plan. The MIT Committee formed a sub-committee to study of hand-held classroom response system devices and it is	Action: See Addendum A, items 4 and 5.

<p>subcommittee shall also serve in an advisory capacity to faculty, staff, and administrators on matters pertaining to instructional, administrative, and students services computing, telecommunications, and other technologies.</p>			<p>conducting a review of available technology. A report is expected in Fall 07.</p> <p>The MIT Committee in partnership with District IT has initiated a pilot program in the LRC to test the feasibility of wireless connectivity for laptops. Wireless connectivity will be available in Fall 07 on the 1st floor of the LRC.</p>	
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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 07	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; Momilani Ramstrum; 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 provided routinely. 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.	
2.2 Use web-based and portal technologies to	Bill Craft	Karen Owen; Steve Manczuk;	While individual instructors have gained experience,	Action: See Addendum A, items 1 and 2.

<p>extend learning and communication opportunities beyond the classroom.</p>		<p>Alison Steinberg</p>	<p>institutional support at Mesa for the creation and use of learning objects and communication technologies in online courses is still very limited.</p>	<p>Action: See Addendum B.</p> <p>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.</p>
<p>2.3 Develop new classrooms and upgrade existing classrooms to ensure campus and district wide IT compatibility and interoperability.</p>	<p>Bill Craft</p>	<p>Michael Davis; Todd Williams; Ken Einstein; Russ English</p>	<p>Mesa has 26 classrooms that have been built from scratch with technology enhanced presentation systems. Also, 10 classrooms have been upgraded with technology enhanced presentation systems. In addition, there are 4 classrooms with older systems installed, and approximately 25 rooms equipped with LCD projectors and wall mounted input jacks. The remaining classrooms are limited to TV and optical overhead projectors.</p>	<p>Action: Investigate funding to upgrade existing classrooms beyond the amount currently available under IELM and VTEA.</p>
<p>2.4 Relate the hardware platforms, operating</p>	<p>Otto Lee</p>	<p>Carlos Toth; Susan Lazear;</p>	<p>The hardware and software used in the</p>	

systems and software suites for computer workstations used in classrooms or labs to be established industry wide standards that are predominate in the post graduation job market for the discipline being taught in the classroom.		Russ English; Karen Owen;	classrooms meets industry standards. In career areas such as Multimedia and Fashion, 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	Todd Williams; Michael McLaren; Chris Horvath	Some progress has been made in this area. The Extron 226 remote control system has been installed in twenty classrooms and early results indicate that the system is functioning well and has the capability to do even more.	Action: all new AV systems and upgrades to existing AV systems will be designed to include remote administration.
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	First steps have been taken in Room B108 as a proof of concept.	
2.7 Copyright standards and software licensing agreements will be strictly observed in	Jill Baker	Andrea Henne; Kevin Branson; Chris Horvath	With the creation of the new acquisition and receiving model for all technology related	Action: Mesa's MIT committee will recommend to SDCCD Online that it would be useful to provide guidance and training to

<p>classroom and distance education instruction.</p>			<p>equipment and software, all new software must be processed through the Software Technician's office. In addition this office also certifies all software for licensure prior to installation on any college computers. 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.</p>	<p>faculty regarding privileges afforded by the TEACH Act for distance education.</p> <p>Arrange FLEX sessions on copyright policies for faculty, and increase awareness of information provided on the Mesa Web Site.</p>
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2.8 Provide Appropriate Technological Support for on campus and Distance Education tutoring programs.	Bill Craft	Hank Beaver; Erica Specht	New Strategy as of Fall 06. Initial setup and guidelines are being established.	
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3. Distance Learning:

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 07	Recommendations
3.1 Encourage faculty to use distance learning techniques where appropriate.	Bill Craft	Karen Owen; Hank Beaver; Alison Steinberg	Added full-time Online Services Librarian. Made significant progress in all schools with respect to online course offerings. Established a Web Support Department in the School of Learning Resources. Established an ad-hoc Senate Committee to establish best practices for online instruction at Mesa College. WebCT Vista training available each month. Trained more than fifty faculty members in WebCT-Vista.	
3.2 Working closely with SDCCD Online, collect, disseminate, and foster Academic Senate approved best practices	Bill Craft	Hank Beaver; Roger Gee; Karen Owen; Jill Jansen	Mesa works closely with SDCCD online. There are five Mesa members on the SDCCD Online Steering committee. The	

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.			committee continually reviews best practices. Each year, Mesa participates in the SDCCD Online Showcase, which shares best practices. Mesa IT committee worked 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 student input into the development and delivery of distance learning courses and programs.	Karen Owen	Roger Gee; Jill Jansen	An online faculty teaching evaluation instrument has been developed and adopted by the union.	
3.4 Working closely with SDCCD Online, review and document all aspects of support	Bill Craft	Elizabeth Armstrong; Gail Conrad; Bill Craft;	A librarian dedicated to online services has been hired. Tutoring and Counseling	Planning: During campus level strategic planning conduct a review of staff, equipment, training and other support

services required to enhance distance learning. This includes student services and academic service which traditionally were only available on campus.		Andrea Henne; MIT committee	services for online students are being developed.	provided to distance education efforts at Mesa College. This strategic planning effort should be tied into the program review of departments that teach courses online. Moreover, the Mesa strategic planning that relates to this issue should be incorporated into SDCCD strategic planning.
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	Elizabeth Armstrong; Gail Conrad; Bill Craft; Andrea Henne; MIT committee	SDCCD has made significant efforts in this respect but much remains to be done.	Action: Involve new Mesa Online Services Librarian with SDCCD Online and Mesa level efforts to forward this goal.
3.6 Enhance learning resources and services provided in the Learning Resource Center to increase availability to any student learning at a distance	Bill Craft	Roger Olson; Jill Baker; Andrea Henne	Online Services Librarian hired Spring 07	

3.7 Increase the level of Mesa College's involvement with SDCCD Online by:	--	--		
3.7.1 Working closely with SDCCD Online to develop and implement district-wide distance learning policies. (i.e., for maximum class size, intellectual property rights, etc.)	Bill Craft	Elizabeth Armstrong; 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; Dean Bill Craft is tasked with coordinating Distance Learning at Mesa. The VPI is fully involved in developing college policies and procedures that relate to online instruction.	
3.7.3 Active participation with SDCCD Online to develop online delivery	Karen Owen	Otto Lee; Roger Gee; Elizabeth Armstrong;	During the past year, faculty from a variety of disciplines, have expressed the need to	Action: The Mesa LRC staff will develop experience in the technologies listed on Addendum B in order to support faculty

methods, website authoring tools, and online course management processes and procedures.		Karen Owen; Hank Beaver	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.	implementation appropriate to a particular discipline.
3.7.4 Active participation as new markets for distance learning are established.	Otto Lee	School Deans; Dept Chairs; Elizabeth Armstrong;	Scripps Clinics and Hospitals are working with Mesa to determine if online instruction is appropriate.	

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 07	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; Todd Williams; Chris Horvath; Carlos Toth	All new computers purchased in 07-08 will be at least Intel Core 2 Duo; 1 gig of memory; 120 gig hard drive; 17" flat screen monitor.	
4.2 Develop and implement a campus-wide plan to update all technology used to support administration, faculty and staff.	Bill Craft	Gail Conrad; Elizabeth Armstrong; Otto Lee; Yvonne Bergland; Ron Perez; Bill Craft; 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 1800 computers installed. New computer installations are justified by program review.	<p>Planning: Ensure that campus budget development includes adequate resources to maintain installed hardware and software base.</p> <p>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.</p>

4.3 Develop, update, and maintain the technical infrastructure required to support seamless communication between campus buildings and all district sites.	Bill Craft	Ken Einstein; Ron Perez; Todd Williams; Michael Davis; Hamid Hamidy	Connectivity has been extended to Muir School and is planned for the new Allied Health Bldg and the Police Substation.	
4.4 Support 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	Elizabeth Armstrong; Kent Keyser; Gail Conrad; Lynn Neault	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.
4.5 Support and use a district-wide institutional research database that contains reliable data accessible to faculty and staff, capable of handling ad-hoc queries.	Yvonne Bergland	Elizabeth Armstrong; Bill Craft; Susan Mun	Campus based researcher has been hired and provided with proper computer support.	

5. Professional Development:

We will develop and 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 07	Recommendations
5.1 Develop and implement methods for obtaining faculty and staff input related to technology training needs and issues.	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 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; Momilani Ramstrum	SDCCD Online had conducted extensive training for faculty seeking information about online instruction. SDCCD Online has provided a staff member to be available 16 hours per week to help faculty to get started with their online courses. Two full-time faculty members in the Mesa CIL provide full-time support to Mesa's contract and adjunct faculty in a well equipped 12 station "faculty only" computer lab	

5.3 Use the faculty FLEX program to create an ongoing year-round, campus-wide training program that offers a variety of alternatives.	Hank Beaver	Bob Michaels; 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 WebCT-Vista. Over 50 faculty members have been trained to date.	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 instruction.	Hank Beaver	Bob Michaels; Jill Baker; Carlos Toth; Kevin Branson	Mesa has established 20 year-round subscriptions to the Lynda.com training service for staff and faculty training. This service provides world-class training using online videos. 20 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	Bob Michaels; Jill Baker; Carlos Toth	Faculty Flex classes are scheduled on Friday evenings and Saturday mornings since that time meets the needs of many faculty members. Other training is scheduled throughout the year at a variety of times.	

5.3.3 Provide training on both administrative and academic technologies and applications.	Hank Beaver	Bob Michaels; Jill Baker; Carlos Toth; Bill Craft	This year staff training has centered on the new Colleague Financial, Horizon Library, and WebCT 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: See Addendum A, item 2. 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 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.	Jill Baker	Bill Craft; LRC faculty; Chris Horvath; Jill Jansen	To date, all training support has been on an individual basis. However, ADA and 508 standards are set in place, and a climate of ADA, copyright, and related legal compliance has been established and enforced.	Action: Web Designer will provide training on ADA and 508 compliance to faculty members who maintain unofficial websites.
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.	
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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 07	Recommendations
6.1 Use the Mesa College web site as a primary means of internal and external communication.	Steve Manczuk	Lina Heil; Jill Baker; Alison Steinberg	The Web Designer and Public Information Officer are coordinating closely to 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 has been tasked to ensure that the official Mesa College Web Site conforms to ADA/508 standards and will ensure that all new content added to the site will conform as well.	
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	The Web Design 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 Design Department with the AV Department and the Online Services Librarian to ensure that support for online learning is enhanced.

<p>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.</p>	<p>Bill Craft</p>	<p>Ron Perez; Ken Einstein</p>	<p>Exchange 2003, a major upgrade to the current email system, will be implemented May 07.</p>	
<p>6.4 Investigate 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.</p>	<p>Bill Craft</p>	<p>Ken Einstein; Todd Williams</p>	<p>The upgrade of Exchange 2003 will provide a much more powerful version of Outlook Web Access for use by faculty and staff at home.</p>	
<p>6.5 Actively participate in district-wide efforts to create district-wide information technology</p>	<p>Elizabeth Armstrong</p>	<p>Ron Perez; Bill Craft; Chris Horvath; Carlos Toth;</p>	<p>Mesa has participated in all District IT meetings.</p>	

appropriate use policies for faculty, staff, and students.		MIT Committee		
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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 relate directly to the documented program requirements.

Strategies	Campus Advocate	Subject Matter Experts	Status 07	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; Elizabeth Armstrong; Michael Davis; Building Committees	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.	Action: Develop transparent funding plans to support the ongoing maintenance costs of technology at Mesa College.
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	Elizabeth Armstrong	Gail Conrad; Ron Perez; Yvonne Bergland; Bill Craft	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.	Planning: Integrate technology planning closely with campus-wide strategic planning and program review.

an ongoing basis by identified and allocated funds.				
7.3 Investigate and implement district or campus-wide software licensing agreements as appropriate.	Bill Craft	Kevin Branson	<p>A district-wide licensing program is in place for all Microsoft software.</p> <p>The District has implemented a program with Adobe software to ensure the best pricing on all Adobe Creative Suite and Adobe Macromedia Heritage products.</p>	

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