

**Status Report for San Diego Mesa College Strategic IT Plan
Approved at President’s Cabinet May 6, 2008**

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 08	Recommendations
1.1 Purchase and deploy computers (and ancillary equipment) for use in on-campus classrooms, online classrooms, computer labs, and the Learning Resource Center based on program review requirements, enrollment management, and best practices in teaching and learning.	VPI	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. 1. In 07-08 funds have been significantly reduced. 2. Faculty and in particular, adjunct instructors, often bear the cost of software and hardware needed to create content and teach an online course. If the cost of software used to create multimedia or interactive content is too high, the instructor falls back on delivering information using a text based format.	Action: 1. Continue to manage funding for replacement program to ensure that a 4-year replacement cycle can be observed whenever possible. 2. Ensure College Finance Committee is informed of campus computer and software needs. 3. Establish an “online classroom kit” for both contract and adjunct faculty who teach online. The online classroom kit would consist of a laptop computer, with software and peripherals needed by the faculty member to teach online and develop teaching materials.
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, and 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.	
1.3 Establish a campus-wide program to replace computers, AV equipment, and other ancillary equipment on a four-year cycle.	Ron Perez	Bill Craft; VPI ; Kevin Branson; Michael Davis; Ken Einstein	See Appendix A for listing of out of warranty AV and IT equipment.	Action: 1. Attempt to maintain a 4-year replacement cycle for all campus IT and AV equipment. 2. Replace software required for instruction approximately every 18 months. 3. Report to President’s Cabinet any replacement action backlog for items 1 and 2 above. (See Appendix 1)
1.4 Provide an appropriate level of technical staff support for both on campus students and those learning at a distance.	Bill Craft	Michael Davis; Roger Olson; Jill Baker; Andrea Henne	Technical staff support for on campus instruction is readily available and effective. 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	
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	Ron Perez	Jill Jansen; Jill Baker	Accessibility has been addressed in all new	Action: 1. Consult with DSPS representatives on the

accessibility.			construction building programs. The campus is committed to meeting ADA standards.	district AV Contract Subcommittee to ensure that all needs are being met regarding access. 2. 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 Content Management System (text only for use on the Mesa Website). All pages meet XHTML 1.0 (Strict), CSS 2.1, and 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 the college.	Jill Baker	Gail Conrad; Ria Phillip; Steve Manczuk; Mike Gast; Jill Jansen; Alison Steinberg	SDCCD DSPS has established one position to support closed captioning. This position will support the entire district working from the district DSPS office. One Mesa College Instructional Assistant has been trained to assist with closed captioning.	Action: Mesa Web Support Department continue to integrate closed captioning support with overall Online Course Management System (Online CMS) support at Mesa College.
1.6 Ensure that on-line resources have appropriate bandwidth and high availability.	Bill Craft	Ken Einstein	Campus connectivity is slow at times now, but a significant upgrade is in progress.	
1.7 Develop and deliver student services by using portal technology that integrates student enrollment, counseling, communication, and administration in a single system.	Barbara Kavalier	Bill Craft; Michael Davis; Jim Wales	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	Bill Craft	MIT Committee Gayla Pierce	The MIT committee has updated the Mesa IT Strategic Plan for 08 and prepared the third status	Action: 1. Extend wireless connectivity to the 2 nd , 3 rd , and remainder of the 4 th floor in the LRC. 2. Investigate feasibility of extending wireless

<p>information technology as used in the delivery of services to Mesa College students and maintain the campus Information Technology Strategic Plan. The 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>report on each goal in the plan.</p> <p>The MIT Committee formed a sub-committee to study of hand-held classroom response system devices and it is conducting a review of available technology. Initial investigations have been done. A report is expected in Fall 08. The delay is the result of corporate buy-outs in this area of technology.</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 is available on the 1st and part of the 4th floor in the LRC. This service has been exceptionally well received by the students.</p>	<p>service to the Mesa Café.</p> <p>3. Investigate feasibility of extending wireless service to the entire Mesa College campus.</p>
<p>1.9 Identify and implement new technologies that enhance the delivery of support services to students.</p>	<p>Barbara Kavalier</p>	<p>Bill Craft</p>		<p>Action:</p> <ol style="list-style-type: none"> 1. Update registration computers: <ol style="list-style-type: none"> a) Replace monitors and separate cameras with an integrated system to support student I.D.s 2. Implement on-line chat software 3. Install LCD monitors at key locations across campus 4. Support student government with new technology (computers/printers) 5. Upgrade/purchase server to expand current and future software usage 6. Expand on-line orientation and counseling:

				<p>a) Incorporate streaming video and podcasting into new student orientation</p> <p>7. Develop and implement an early alert system for tracking student success.</p>
1.10 Streamline Student Services processes through the use of digital imaging.				1. Secure equipment needed to transfer hard copy files to digital format.

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 08	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 extend learning and	Bill Craft	Karen Owen; Steve Manczuk; Alison Steinberg	While individual instructors have gained experience, institutional support at Mesa	Action: 1. Establish a Discipline Technology Advocate as funding becomes available.

<p>communication opportunities beyond the classroom.</p>			<p>for the creation and use of learning objects and communication technologies in online courses is still very limited. Mesa students and faculty now have access to the 24/7 online reference librarian. “Ask Us Now.” A Discipline Technology Advocate was proposed. <u>Funding was not available to support this need.</u> This recommendation will be continued.</p>	
<p>2.3 Develop new classrooms and upgrade existing classrooms to ensure campus and district wide IT compatibility and interoperability.</p>	<p>Jill Baker</p>	<p>Bill Craft Michael Davis; Ken Einstein; Russ English</p>	<p>Mesa has 48 classrooms that have been built from scratch with technology enhanced presentation systems. In addition, there are 5 classrooms with older systems installed, and 25 rooms equipped with LCD projectors and wall mounted input jacks. (There are 78 LCD projectors in use in classrooms.) 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 systems and software suites for computer workstations used in classrooms or labs to established industry-wide standards that are</p>	<p>Otto Lee</p>	<p>Carlos Toth; Susan Lazear; Russ English; Karen Owen;</p>	<p>The hardware and software used in the classrooms meets industry standards. In career areas such as Multimedia, Fashion, and Art, where Macintosh computers are used in the workplace, Macintosh computers are</p>	

predominate in the post graduation job market for the discipline being taught in the classroom.			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	Michael McLaren; Chris Horvath	All new installations include the Extron MLC 226 IP Link controller. Both AV ILTs attended two days of training on the implementation of Global Configurator at Extron Academy to further our use of this online AV management technology.	
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	Room B108 has been equipped with appropriate equipment as a proof of concept. This system is not user friendly and does not meet the needs of the campus.	Action: AV staff will continue to research this issue to see if more practical equipment is available.
2.7 Copyright standards and software licensing agreements will be strictly observed in classroom and distance education instruction.	Jill Baker	Andrea Henne; Kevin Branson; Chris Horvath	With the creation of the new acquisition and receiving model for all technology related 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	

			<p>permission of the copyright owner.</p> <p>All AV production work is evaluated for copyright clearance prior to the commencement of work.</p> <p>The AV website has a Copyright page that provides links to resources, information, and tutorials on copyright.</p> <p>The AV Librarian provides guidance on copyright compliance for faculty website creation. The AV Librarian has taught two Copyright classes with implications for online classes at Mesa and one for the SDCCD Online Expo.</p>	
2.8 Provide Appropriate Technological Support for on campus and Distance Education tutoring programs.	Bill Craft	Hank Beaver; Erica Specht Robert Pickford	Online tutoring system has been installed in Writing Lab and will be expanded to other tutoring labs as needed.	
2.9 Standardize choice of classroom clicker system	Jill Baker	Inna Kanevsky	MIT sub-committee reviewed all current models and favors the equipment provided by eInstruction. However, eInstruction bought out another company and may modify their service.	<p>Action:</p> <ol style="list-style-type: none"> 1. Delay designating eInstruction as the preferred vendor until their situation stabilizes. 2. Investigate integration of clicker system with Online CMS.

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. Online CMS Vista training available each month. All online faculty members have been trained in Online CMS-Vista.	
3.2 Working closely with SDCCD Online, collect, disseminate, and foster Academic Senate approved best practices 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.	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 committee continually reviews best practices. Each year, Mesa participates in the SDCCD Online Showcase, which shares best practices. Mesa IT committee works 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 Barbara Kavalier; VPI	An online faculty teaching evaluation instrument has been developed and adopted by SDCCD and AFT. There has been a request by online faculty to have the option of gathering student feedback for each course. The faculty would like an anonymous survey that is delivered to the instructor only. This is not a formal evaluation, but a way for instructors to continually improve the course. In the past, there was a course evaluation survey that faculty could turn on in Online CMS Campus Edition.	Action: Request SDCCD Online to add an online course evaluation that faculty could choose to turn on to get student feedback on their course. This would not be part of the formal evaluation process. The feedback would be used only by the faculty member to improve the course and online teaching methods.
3.4 Working closely with SDCCD Online, review and document all aspects of support services required to enhance distance learning. This includes student services and academic service which traditionally were only available on campus.	Bill Craft	VPI; Barbara Kavalier Bill Craft; Andrea Henne; Jill Baker; MIT committee	A librarian dedicated to online services has been hired. Tutoring and Counseling services for online students are being developed.	Using Accreditation Standards as a guide, ensure that Mesa's online program delivers appropriate academic and student services to all online students.
3.5 Working closely with SDCCD online, develop and implement mechanisms to improve retention and persistence in distance learning	Bill Craft	Barbara Kavalier Bill Craft; Andrea Henne; Joi Blake; MIT committee; Alison Steinberg	This area needs significant attention since no formal program to address these needs is in place.	Action: 1. Involve new Mesa Online Services Librarian with SDCCD Online and Mesa level efforts to forward this goal. 2. Review techniques and develop strategy to provide online assessment and orientation.

courses, including online assessment and orientation models to better prepare students for success in distance learning courses and programs.				
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; Alison Steinberg	Online Services Librarian has developed 24/7 Online Librarian Service and is in progress making online Library Orientation and Instruction material.	
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	VPI; 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.	
3.7.2 Active participation	Karen Owen	Otto Lee;	Faculty from a variety of	Action:

<p>with SDCCD Online to develop online delivery methods, website authoring tools, and online course management processes and procedures.</p>		<p>Roger Gee; VPI; Karen Owen; Hank Beaver</p>	<p>disciplines, have expressed the need to 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. Faculty are starting to deliver online, real-time lectures as an optional online class activity; faculty are also meeting online with individual students via Live Classroom; faculty are holding these meetings as online office hours. Faculty are also meeting online with on campus students who need additional help with a concept or project. SDCCD Online has acquired an iTunes U account for each college in the District. Digital recorder kit is available for faculty checkout at the LRC.</p>	<ol style="list-style-type: none"> 1. The Mesa LRC staff will develop experience in online technologies in order to support faculty implementation appropriate to a particular discipline. 2. Faculty will share their experiences of conducting online office hours and delivering online lectures through Mesa Flex workshops and the SDCCD Online Showcase. 3. Action: Publicize the availability of iTunes U. 4. LRC Web Support Staff will support faculty in creating learning materials and uploading files to iTunes U.
<p>3.7.3 Actively participate as new markets for distance learning are established.</p>	<p>Otto Lee</p>	<p>School Deans; Dept Chairs; VPI;</p>	<p>Working with local agencies and companies for online delivery of GIS courses. Also, the substantive change on the Online degrees for Business and Accounting.</p>	
<p>3.7.4 Purchase software to support online faculty</p>	<p>Bill Craft</p>	<p>Karen Owen; Hank Beaver;</p>	<p>The IT committee received approval from the Presidents</p>	<p>Action: Continue to advocate for funding for software to support online faculty course</p>

course development and enhancement.		Alison Steinberg	cabinet for \$30,000 to purchase software for use by faculty in the development and improvement of online classes. Budget constraints prevented the full amount from being dispersed.	development.
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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; Chris Horvath; Carlos Toth	All new computers purchased in 08-09 will be at least Intel Core 2 Duo; 2 gigs 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	VPI; Barbara Kavalier 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.	Planning: 1. Ensure that campus budget development includes adequate resources to maintain installed hardware and software base. 2. 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. See Item 1.3 above.
4.3 Develop, update, and	Bill Craft	Ken Einstein;	Connectivity has been	

maintain the technical infrastructure required to support seamless communication between campus buildings and all district sites.		Ron Perez; Michael Davis; Hamid Hamidy	extended to Muir School and is planned for the new Allied Health Bldg and the Police Substation. New Digital Art Lab has been equipped with Internet access.	
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	VPI; Barbara Kavalier; Kent Keyser; 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	VPI; Barbara Kavalier 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. The MIT committee has new members from disciplines not previously represented	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.

			on the MIT committee. Inna Kanevsky (Behavioral Sciences), Dwayne Gergens (CHEM), Joi Blake (Student Services), Barbara Kavalier (VPSS), Steve Manczuk (Web Designer).	
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 8 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 Online CMS-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	Hank Beaver	Bob Michaels; Jill Baker; Carlos Toth; Kevin Branson	Mesa has established 30 year-round subscriptions to the Lynda.com training service for staff and faculty training. This service	Action: Notify faculty and staff that Lynda.com accounts are available.

instruction.			provides world-class training using online videos. The 30 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 Online CMS 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: 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	Jill Baker	Bill Craft; LRC faculty; Chris Horvath; Jill Jansen; Steve Manczuk	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. This year, the AV Librarian, working in conjunction with	Action: Web Designer will provide training on ADA and 508 compliance to faculty members who maintain unofficial websites.

at Mesa College.			the Assistive Technology Specialist, designed and installed a fully accessible smart classroom system in the High Tech Center.	
5.6 Include information about technology resources in the faculty orientation and mentoring program.	Bill Craft	Jill Baker; Hank Beaver; Val Ontell; Jean Smith	At the new faculty orientation, information is 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.	

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 continuously coordinate 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 ensures 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.	Action: Incrementally expand access to Web Content Management System (Web CMS) to established Content Managers.

<p>6.2 Centralize all campus web support activities under the School of Learning Resources and Information Technology</p>	<p>Bill Craft</p>	<p>Steve Manczuk; Jill Baker; Hank Beaver; Mike Gast; Michael Davis; Kevin Branson; Alison Steinberg</p>	<p>The Web Support Department has been established within the LRC and has formed the nucleus of staff support for all campus web support activities.</p>	<p>Action: Integrate the functions of the Web Support Department with the AV Department and the Online Services Librarian to ensure that support for online learning is enhanced.</p>
<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 email system, was implemented in 2007. The overall capacity of the email system was increased and the spam guard system was enhanced.</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;</p>	<p>The upgrade of Exchange 2003 provides 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 appropriate use policies for faculty, staff, and students.</p>	<p>VPI</p>	<p>Ron Perez; Bill Craft; Chris Horvath; Carlos Toth; MIT Committee</p>	<p>Mesa has participated in all District IT meetings and has attended all special IT related meetings conducted by SDCCD.</p>	

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; VPI; Barbara Kavalier; 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. See Item 1.3 above.
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 an ongoing basis by identified and allocated funds.	VPI	Gail Conrad; Ron Perez; Yvonne Bergland; Bill Craft; Barbara Kavalier	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: Continue to integrate technology planning closely with campus-wide strategic planning and program review.
7.3 Investigate and implement district or campus-wide software licensing agreements as appropriate.	Bill Craft	Kevin Branson	A district-wide licensing program is in place for all Microsoft software. The District has implemented a program with	

			Adobe software to ensure the best pricing on all Adobe Creative Suite and Adobe Macromedia Heritage products.	
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Updated:

04/05

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