

**Status Report for San Diego Mesa College Strategic IT Plan  
Presented at President’s Cabinet May 11, 2010**

**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 2010	Recommendations (when funding is available)
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.	Tim McGrath	Ron Perez; Bill Craft; Michael Davis (all); Chris Horvath (PC); Dion Aquino (Mac); Charlotta Robertson	<p>1. IELM was eliminated from the state budget for 09-10.</p> <p>09-10 general funds were not available to purchase replace outdated computers because of major reductions in the campus budget and the elimination of salary savings as a funding source. Perkins Grant (CTEA) was limited and insufficient to meet the needs of career technical programs.</p> <p>FF&amp;E funding was available to equip new buildings with needed computer equipment, so some outdated computers were replaced or added in the School of Allied Health</p> <p>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.</p>	<p>Action:</p> <p>1. Continue to pursue funding for replacement computers to ensure that a 4-year replacement cycle for computers is maintained whenever possible.</p> <p>2. Ensure Budget Development and Planning Committee is informed of campus computer and software needs.</p> <p>Maintain a wide variety of computer programs in the LRC faculty lab to ensure that expensive software programs are available for faculty use.</p>
1.2 Ensure that campus computing	Bill Craft	Ron Perez; Michael Davis	Fall and Spring, the LRC is open M, T, W, and Th	Action: Extend hours when fiscal resources become

resources are available for students at the hours of the day and days of the week when they are needed to support student learning.			<p>from 7 a.m. - 10 p.m.;</p> <p>F 7a.m. – 5 p.m.</p> <p>K400 building is open M-Th 7:30 a.m. – 10 p.m.;</p> <p>Sat 9 a.m. – 2 p.m.</p> <p>In the summer the LRC is open M – F 7:00 a.m. to 5:00 p.m.;</p> <p>K400 is open M – Th 8 a.m. – 5 p.m.</p>	available.
1.3 Establish a campus-wide program to replace AV equipment, including computers and other ancillary equipment on a four-year cycle.	Ron Perez	<p>Bill Craft;</p> <p>Tim McGrath;</p> <p>Kevin Branson;</p> <p>Michael Davis;</p> <p>Ken Einstein;</p> <p>Jill Baker;</p> <p>Charlotta Robertson</p>	<p>See addendum for listing of out of warrantee AV and IT equipment. Currently there are 855 computers out of warranty (\$803,300), including 13 Mesa servers. Mesa computers are in use up to seven years due to budget constraints. This is well beyond their four year warranties and impacts student learning due to computers being offline and incompatibility with new software.</p>	<p>Action:</p> <ol style="list-style-type: none"> <li>1. Maintain a 4-year replacement cycle for all campus IT and AV equipment.</li> <li>2. Replace or upgrade software required for instruction approximately every 18 months.</li> <li>3. Report to President’s Cabinet any replacement action backlog for items 1 and 2 above.</li> </ol>
1.4 Provide an appropriate level of technical staff support for both on campus students and those learning at a distance.	Bill Craft	<p>Michael Davis;</p> <p>Roger Olson;</p> <p>Jill Baker;</p> <p>Andrea Henne</p>	<p>Technical staff support for on campus instruction is understaffed. Compared to 2004, the Instructional Computer Lab staff has 4 fewer positions because of elimination (1) retirement (2) death (1). The only CIL staff ILT-CS position is vacant and defunded.</p> <p>Distance Education is adequately supported by district and Mesa staff and faculty.</p>	Hire additional staff for campus computer labs.
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: 1. Consult with DSPS representatives on the 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	Steve Manczuk; Alison Steinberg; Jill Jansen	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; Hank Beaver; Brian Stockard	SDCCD Online has begun to provide closed-captioning support on a limited basis. They have established space on the server for faculty to upload files to be closed captioned and to download them after captioning has been completed. Mesa CIL has also developed a limited ability to support closed-captioning. Met School interns have been trained to assist in closed captioning for faculty and students.	Action: Expand closed-captioning support as funds and staff members become available. Ensure that videos posted online are properly closed-captioned.
1.6 Ensure that on-line resources have appropriate bandwidth and high availability.	Bill Craft	Ken Einstein	Campus connectivity is greatly improved because of recent equipment upgrades. Connectivity between all district locations and the Internet is now at 1Gig level.	
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; Chair of Counseling	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.	

<p>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 committee shall also serve in an advisory capacity to faculty, staff, and administrators on matters pertaining to instructional, administrative, and student services computing, telecommunications, and other technologies.</p>	<p>Bill Craft</p>	<p>MIT Committee</p>	<p>The MIT committee has updated the Mesa IT Strategic Plan for 2010 and prepared a status report for each goal in the plan.</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>Student Services have implemented online orientation and counseling.</p>	<p>Action:</p> <ol style="list-style-type: none"> <li>1. Update registration computers: <ol style="list-style-type: none"> <li>a) Replace monitors and separate cameras with an integrated system to support student I.D.s</li> </ol> </li> <li>2. Implement online chat software</li> <li>3. Install LCD monitors at key locations across campus</li> <li>4. Support student government with new technology (computers/printers)</li> <li>5. Upgrade/purchase server to expand current and future software usage</li> <li>6. Expand online orientation and counseling:</li> </ol>

				a) Incorporate streaming video and podcasting into new student orientation 7. Develop and implement an early alert system for tracking student success.
1.10 Streamline Student Services processes through the use of digital imaging.	Barbara Kavalier	Bill Craft		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 2010	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; 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 routinely provided. 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. The AV Librarian continues to work with faculty on the design and development of technology to meet their instructional needs. The AV Librarian designed and developed smart classrooms for the new Allied Health Building, Muir Design Center, Student Services Building, and	

			<p>Modular Village, all of which are funded by Propositions S and N. She also worked with Animal Health and American Sign Language for highly specialized VTEA funded installations, and with Drama and Music for advanced audio related IELM installations.</p> <p>The Supervisor of Academic Computing continues to work with faculty regarding classroom computer installations and collaborates with the AV Librarian on all audiovisual classroom installations. He consulted extensively on the design of the new computer based American Sign Language Laboratory.</p>	
2.2 Use web-based technologies to extend learning and communication opportunities beyond the classroom.	Bill Craft	Karen Owen; Steve Manczuk; Alison Steinberg	<p>While individual instructors have gained experience, institutional support at Mesa for the creation and use of learning objects and communication technologies in online courses is still very limited. SDCCD Online has hired two instructional designers who are now trained and serving faculty. While this is an improvement, it does not cover the growing demand.</p> <p>Mesa students and faculty now have access to the 24/7 online reference librarian via log in “Ask a Librarian” chat service.</p> <p>9% of Mesa classes are online.</p>	<p>Action:</p> <p>1. 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>
2.3 Standardize the bidding and creation of Smart Classrooms.	Jill Baker	Bill Craft; Michael Davis; Ken Einstein; Russ English	<p>Mesa has 67 classrooms that have been built from scratch with technology enhanced presentation systems. There are also 18 classrooms with equipped with LCD projectors and wall mounted input jacks. There are 12 Presentation Carts used in classrooms. The total number of LCD projectors in use in classrooms is 97.</p>	

			<p>The remaining classrooms are limited to TV and optical overhead projectors. Proposition S &amp; N buildings are now coming online, and that is a major source of new smart classroom installations on campus. With the advance of technology and the specialized nature of some disciplines, these installations require full integration of AV and IT staff and operations. In each case, technology needs are adapted to individual applications and what best supports student learning. Funding to replace aging systems has been unavailable in 09-10 because IELM funding was eliminated.</p>	
2.4 Match our equipment and software to industry standards.	Bill Craft	Carlos Toth; Susan Lazear; Russ English; Karen Owen	<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 used in the classroom.</p>	
2.5 Audio Visual systems that support classroom instruction will be fully integrated into the campus IT system.	Jill Baker	Michael McLaren; Chris Horvath; Michael Davis	<p>90% of all “smart classrooms” can be remotely managed. All new installations continue to use the Extron MLC 226 IP Link controller. Both AV ILTs are fully trained on the Global Configurator and continue to service and administer this system. All processes related to IT are coordinated with the Supervisor of Academic Computing, who is the system administrator for all smart classroom computers.</p>	
2.6 Audio Visual systems that support classroom instruction will allow classroom-	Jill Baker	Hank Beaver; Andrea Henne	<p>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</p>	<p>Action: AV staff will continue to research this issue to see if more practical equipment is available.</p>

<p>based instruction to integrate smoothly with distance education techniques.</p>			<p>campus. The use of video in online courses has been supported and implemented by the WebCT/Blackboard mentor on campus. Training in Camtasia has provided the opportunity to create ADA compliant learning objects.</p>	
<p>2.7 Copyright standards and software licensing agreements will be strictly observed in classroom and distance education instruction.</p>	<p>Jill Baker</p>	<p>Andrea Henne; Kevin Branson; Chris Horvath</p>	<p>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. All college software licensing agreements continue to be administered through the Software Technician's office, which has streamlined all purchases and the loading of software on college computers. Copyright continues to be upheld with current practices already in place. 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. The AV Librarian has taught two Copyright classes with implications for online classes at Mesa and one for the SDCCD Online Expo.</p>	
<p>2.8 Provide Appropriate Technological Support</p>	<p>Tim McGrath</p>	<p>Bill Craft; Michael Davis;</p>	<p>On campus tutoring is well supported with equipment and required software. Expanded hours were implemented in</p>	

for on campus and Distance Education tutoring programs.		Saeid Eidgahy; Bill Peters; Sondra Frisch; Patxi Zabaleta; Carol Sampaga	Spring 10. Funding shortfalls have limited development of online tutoring. A significant review of all tutoring services is in progress.	
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.	Action: 1. Delay designating eInstruction as the preferred vendor until their situation stabilizes. 2. Integration of online synchronous feedback systems will be investigated as SDCCD Online CMS and support systems are reviewed for upgrade in 2010.
2.10 Extend wireless services to the entire campus including adequate technical support issues.			Wireless connectivity has been established throughout the LRC. Another access point has been installed in the Allied Health Building. The campus standard for student wireless signal has been significantly increased. Plans are being drafted to implement wireless connectivity in the “Quad” area in front of the cafeteria.	Action: 1. Extend wireless connectivity to all new buildings and to the common areas on campus used by faculty and students. 2. If funding becomes available, the “Quad” area in front of the Cafeteria may be used as a demonstration project for outside wireless connectivity. 3. Wireless connectivity should be extended to faculty offices spaces in existing buildings as funding becomes available.

### **50Distance Learning and Distance Components for On Campus Classes:**

We will develop and deliver distance learning courses and programs designed to expand learning opportunities while maintaining standards and best practices in each course and program.

Strategies	Campus Advocate	Subject Matter Expert	Status 2010	Recommendations
3.1 Encourage faculty to use distance learning techniques for distance education as well as for support of on campus classes.	Bill Craft	Karen Owen; Hank Beaver; Alison Steinberg	Full-time Online Services Librarian position is fully established. Significant progress has been in all schools with respect to online course offerings. The Web Support Department in the School of Learning Resources has expanded. 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. WebCT/Blackboard shells are provided for on campus as requested.	
3.1.1 Promote the use of online support and interchange of effective teaching methods.	Hank Beaver	Alison Steinberg	No campus-wide Wiki or Online Support System is available. SDCCD Online has created a district-wide blog for faculty discussions. GIS faculty members have implemented the use of social networking sites for faculty/student interaction.	
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	Bill Craft	Hank Beaver; Roger Gee; Karen Owen; Jill Jansen	There are five Mesa College 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.	

with Disabilities Act (ADA) requirements, standards of good practices, etc.				
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; Tim McGrath	An online faculty teaching evaluation instrument has been developed and adopted by SDCCD and AFT. SDCCD has added an online course evaluation tool that faculty can use to get student feedback. This tool is a part of the formal evaluation process.	
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	Tim McGrath; 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, but progress has been slowed by funding shortfalls.	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 courses, including online assessment and orientation models to better prepare students for success in distance learning courses and	Bill Craft	Barbara Kavalier Bill Craft; Andrea Henne; Joi Blake; MIT committee; Alison Steinberg	There are student tutorials for online classes, online orientation classes, face-to-face orientation classes, online help, and 24/7 technical telephone support. Also available 24/7 is the Mesa Online Services Librarian. There are SDCCD tools for assessing student skills that will increase student awareness of skills needed for success in online classes.	

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	The Online Services Librarian has implemented 24/7 online librarian service and is developing online library orientation and instruction material.	
3.7 Increase the level of Mesa College's involvement with SDCCD Online.				
3.7.1 Work closely with SDCCD Online to develop and implement district-wide distance learning policies. (i.e., for recommended class size, intellectual property rights, etc.)	Bill Craft	Tim McGrath; 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; The Dean of Learning Resources and Technology 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 Actively participate with SDCCD Online to develop online delivery methods, website authoring tools, and online course management processes and procedures.	Karen Owen	Bill Craft; Roger Gee; Tim McGrath; Hank Beaver	Faculty from a variety of 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 members are starting to deliver online, real-time lectures as an optional online class activity; they are also meeting	Action: 1. Explore application of appropriate technologies to enhance the building of web communities, faculty support, and student retention.

			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. Faculty share their experiences of conducting online office hours and delivering online lectures through Mesa Flex workshops and the SDCCD Online Showcase.	
3.7.3 Actively participate as new markets for distance learning are established.	Bill Craft	School Deans; Dept Chairs; Tim McGrath;	Working with local agencies and companies for online delivery of Geographic Information Systems (GIS) courses.	
3.7.4 Purchase software to support online course development and enhancement for both on campus and distance education faculty.	Bill Craft	Karen Owen; Hank Beaver; Alison Steinberg	Budget constraints prevent money allocation for new software.	Action: Continue to advocate for funding for software to support online faculty course development.
3.8 Investigate the feasibility of streaming server capabilities at the campus level.	Michael Davis	AMSL; Joe Halcott	SDCCD online has just brought streaming video online. The American Sign Language Department has just purchased computers and servers to facilitate streaming of video teaching content.	
3.9 Create a procedure to facilitate the compliance of video streaming with the TEACH Act.	Jill Baker			

## 6. Administrative Efficiency:

We will install and maintain appropriate levels of Information Technology throughout the college while ensuring that we maintain compatibility with 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 2010	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 10-11 will be at least Intel Core 2 Duo; 4 gigs of memory; 120 gig hard drive; 17" flat screen monitor. Our Macintosh population is growing and the standard is currently the new iMacs with 23" screen, Core 2 Duo processors, 4 gigs RAM, 320 gig hard drive.	Action: Continue to evaluate standards to keep abreast of changes in Microsoft and software requirements.
4.2 Develop and implement a campus-wide plan to update all technology used to support administration, faculty and staff.	Bill Craft	Tim McGrath; Barbara Kavalier; Yvonne Bergland; Ron Perez; Bill Craft; Kevin Branson; IELM and VTEA Committees	A full inventory of all campus hardware and software was conducted in 09. It will be updated during Summer 10. 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 1900 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 maintain the technical infrastructure required to support seamless communication between campus buildings and all district sites.	Bill Craft	Ken Einstein; Ron Perez; Michael Davis; Hamid Hamidy; Paul Vasquez	Connectivity has been extended to Muir School, the new Allied Health Bldg, and the Police Substation. The new Digital Art Lab has been equipped with Internet access. Ghost Console and Apple Server – Net Boot are used for remote functions: reimage, install software on demand, and power management.	Action: Investigate the feasibility of a central campus wide system management tool that will allow remote management of inventory, power management, image management, rapid deployment of software upgrades, and remote help.

4.4 Advise 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	Tim McGrath; Barbara Kavalier; Kent Keyser; Lynn Neault; Steve Manczuk	A Portal System is planned for long term implementation by SDCCD; however, funding has not been dedicated to the task at this time.	
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	Tim McGrath; Barbara Kavalier; Bill Craft; Susan Mun	Campus based researcher has been hired and provided with proper computer support.	
4.6 Advise flexibility and fast track solutions for the purchasing and upgrading of technology on campus. Advise assessment of the process of purchasing and tracking of new technology.	Michael Davis	Michael McLaren	On campus and SDCCD purchasing processes have been streamlined.	
4.7 Advise raising the \$200 spending limit to \$1000 for supplies.	Michael Davis	Ron Perez; Bill Craft; MIT committee		

## 7. Professional Development:

We will 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 2010	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 varied disciplines.	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; Hank Beaver	SDCCD Online conducts 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. One full-time faculty member is in the Mesa CIL to provide full-time support to Mesa’s contract and adjunct faculty in the 12 station “faculty only” computer lab.	Given the significant increase in the use of technology in online and campus instruction, the currently frozen faculty position in the CIL should be restored when funding is available.
5.3 Use the faculty FLEX program to create an ongoing year-round, campus-wide training program.	Hank Beaver	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. A library of online training videos is being developed 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	Jill Baker; Carlos Toth; Kevin Branson	Because of recent funding constraints, Mesa has reduced 30 year-round subscriptions to the Lynda.com training service for staff and faculty training to 15. This service provides world-class training using online videos. The 15 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	Jill Baker; Carlos Toth	Faculty Flex classes are scheduled on Friday evenings since that time meets the needs of many faculty members. Other trainings are scheduled throughout the year at a variety of times.	
5.3.3 Provide training on both administrative and academic technologies and applications.	Hank Beaver	Jill Baker; Carlos Toth; Bill Craft	District IT has scheduled transition training from Office 2003 to Office 2007. Ongoing training in Office 2007 will be available from LRC staff.	
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.	
5.5 Provide support specific training and general information on ADA/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; Steve Manczuk; Erika Higginbotham	The principles of ADA, copyright, and related legal compliance are routinely reinforced at Mesa. The AV Librarian, working in conjunction with the Assistive Technology Specialist, designed and installed a fully accessible smart classroom system in the High Tech Center.	Action: Web Designer will provide training on ADA/508 compliance to faculty members who maintain unofficial websites.
5.5.1 Requests for online disability accommodations should be made through DSPPS and provided only upon student requests – to mirror ADA compliance in a traditional classroom	Karen Owen	DSPPS; Jill Baker	DSPPS will provide guidance to faculty needing assistance with accommodation.	The District DSPPS manager will be invited to meet with the MIT committee to coordinate DSPPS standards.

setting. Accommodations will be handled through DSPTS.				
5.5.2 Establish an online system to submit instructional digital media for modification to provide DSPTS student accommodations. This system can be modeled after the Mesa College reprographics online submission system.	Karen Owens	Ron Perez; Bill Craft; DSPTS	SDCCD Online is running an unofficial pilot program for closed-captioning support. Mesa's LRC is developing closed-captioning support using LRC staff and MET school students.	
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 2010	Recommendations
6.1 Use the Mesa College website as a primary means of internal and external communication.	Steve Manczuk	Lina Heil; Jill Baker; Alison Steinberg	The Web Designer and Public Information Officer routinely 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	Action: Continue to incrementally expand access to Web CMS for established Content Managers.

			<p>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.</p> <p>Web CMS (Web Content Management System) access has been expanded – content managers can update their Mesa webpages.</p>	
6.2 Centralize all campus web support activities under the School of Learning Resources and Information Technology.	Bill Craft	<p>Steve Manczuk; Jill Baker; Hank Beaver; Mike Gast; Michael Davis; Kevin Branson; Alison Steinberg</p>	The Web Support Department has been established within the LRC and provides excellent support for all campus web requirements.	
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.	Bill Craft	Ron Perez; Ken Einstein	Exchange 2003, a major upgrade to the email system, was implemented in 2008. The overall capacity of the email system was increased and the spam guard system was significantly enhanced.	
6.3.1 Investigate solutions (including open source) for the creation of student (.edu) email accounts.	Russ English	<p>Steve Manczuk; Michael Davis; Paul Vasquez</p>	Students do not have SDCCD provided email accounts.	Action: Make student email accounts available with .edu extension.
6.4 Investigate alternatives for	Bill Craft	Ken Einstein	The upgrade of Exchange 2003 provides a much more powerful version of Outlook	

expanding off-campus access to SDCCD 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.			Web Access for use by faculty and staff at home.	
6.5 Actively participate in district-wide efforts to create district-wide information technology appropriate use policies for faculty, staff, and students. Inform district committees that MIT committee members should be included in all official and ad-hoc meetings.	Tim McGrath	Ron Perez; Bill Craft; Chris Horvath; Carlos Toth; MIT Committee	Mesa is fully represented on the District AV Committee and on the Microcomputer Advisory Group. Jill Baker did a complete review of Smart Classroom and AV installation standards. The results of this study have been incorporated in SDCCD design and purchasing procedures.	

### 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 directly relate to the documented program requirements.

Strategies	Campus Advocate	Subject Matter Experts	Status 2010	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	Ron Perez	Bill Craft; Tim McGrath; Barbara Kavalier; Michael Davis; Building Committees; Paul Vasquez;	Building Committees have made significant progress developing plans for new buildings but overall technology costs are still funded primarily by one-time money.	Action: 1. Develop transparent funding plans to support the ongoing maintenance costs of technology at Mesa College. See Item 1.3 above. 2. Appropriate technology staff support for new buildings should be included in

<p>funded by Proposition S or other sources.</p>		<p>Campus Planning and Budget Committee</p>	<p>Chair, MIT Committee has been made a permanent member of the Mesa Financial Planning Committee. Budget limitations have necessitated the increase of computers in use that are out of warranty. See Addendum and item 1.3 above.</p>	<p>the Total Cost of Ownership estimates for the building.</p>
<p>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.</p>	<p>Tim McGrath</p>	<p>Ron Perez; Yvonne Bergland; Bill Craft; Barbara Kavalier; Mesa Budget Committee</p>	<p>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.</p>	<p>Action: Continue to integrate technology planning closely with campus-wide strategic planning and program review.</p>
<p>7.3 Investigate and implement district or campus-wide software licensing agreements as appropriate.</p>	<p>Bill Craft</p>	<p>Kevin Branson</p>	<p>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 products. All college software licensing agreements continue to be administered through the Software Administrator's office, which has streamlined all purchases and the loading of software on college computers. Copyright continues to be upheld with current practices already in</p>	

			place.	
7.4 Investigate technology that will facilitate cost reduction strategies such as the implementation of parallel virtual servers.	Michael Davis; Momilani Ramstrum; William Craft	Paul Vasquez; Chris Horvath; Hamid Hamidy; Ken Einstein	In the academic computing labs, three physical servers are virtualized.	
7.5 Investigate possibilities for fund raising for Mesa technology needs including new fiscal resources, incentives for grant writing, and donor solicitation.	MIT committee	Ron Perez; The Mesa Foundation; Joyce Skaryak; Karen Owen	The Mesa Foundation, in conjunction, with a team from SDSU is working to expand beyond scholarships to include fund raising for equipment and other campus needs.	

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