

MIT Strategic Plan: Executive Summary May 10, 2011

1.1 Purchase and deploy computers: IELM was eliminated from the state budget for 2010-2011. If available at end of year, recommend up to \$100K be allocated to replace outdated computers.

1.3 Replace computer and AV equipment on a four-year cycle: Currently there are 1084 computers out of warranty (\$1,009,400), including 6 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.

1.5.1 New classrooms are accessible: Accessibility has been addressed in all new construction building programs. The campus is committed to meeting ADA standards.

1.10 Digital imaging and Student Services: Currently Financial Aid and EOPS have digitizing scanners which enable the staff to scan student documents to a digital format.

2.1 Technical support for faculty use of technology: Replace AV Librarian when funds are available. This is a campus-wide priority given the huge increase in AV systems at Mesa.

2.2 Online technologies to extend learning: There is a need for additional staff support for video production and closed captioning. (Class-level support for faculty.)

2.10 Campus-wide wireless services: The LRC, Allied Health Building, The Quad, and Open-air SS Waiting area have student wireless connectivity. Additional areas planned for new construction buildings.

3.1 Distance learning techniques: All online faculty members have been trained in Online CMS-Vista. Blackboard-Learn Training is in progress.

3.4 Support Services for Online classes: A librarian dedicated to Online Services is a member of the LRC faculty. Tutoring and Counseling services for online students are available.

6.3 Email communication: An upgrade to Exchange 2010 is planned for early Summer 2011. This upgrade will: 1. Allow Mac users to use Outlook for email 2. Allow district mail to faculty members be forwarded to a commercial account upon request. This will assist adjunct faculty who work at many campuses. 2. Allow home users to use any browser (not just Microsoft IE). The interface for Outlook Web Access is much more like the “in-office” version.

6.3.1 Student email accounts: At this time, students do not have SDCCD email accounts. Plans to provide email to students with .edu extension are next on the District IT plan, after the Exchange 2010 upgrade—which is needed first to facilitate expansion of email service to students.

**Status Report for San Diego Mesa College Strategic IT Plan
Presented at President's Cabinet May 10, 2011**

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 2011	Recommendations (when funding is available)
<p>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.</p>	<p>Tim McGrath</p>	<p>Ron Perez; Bill Craft; Michael Davis (all); Chris Horvath (PC); Dion Aquino (Mac); Charlotta Robertson</p>	<p>1. IELM was eliminated from the state budget for 2010-2011.</p> <p>FF&E funding was available to equip Design Center buildings with needed computer equipment. 125 high-powered computers were installed.</p> <p>Seven iMac computers were replaced in the Fashion program. Now all Mac's are Intel based.</p> <p>Thirty-three high-powered computers purchased for K-404 to allow classroom to be used for GIS and other classroom uses.</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> <ol style="list-style-type: none"> 1. If available at end of year, recommend that up to \$100K be allocated to replace outdated computers. 2. Continue to pursue funding for replacement computers to ensure that a 4-year replacement cycle for computers is maintained whenever possible. 3. Ensure Budget Development and Planning Committee is informed of campus computer and software needs. 4. Maintain a wide variety of computer programs in the LRC faculty lab to ensure that expensive software programs are centrally available for faculty use.

<p>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.</p>	<p>Bill Craft</p>	<p>Ron Perez; Michael Davis</p>	<p>Fall and Spring, the LRC is open M, T, W, and Th from 7 a.m. - 10 p.m.; F 7 a.m. – 5 p.m.; K-400 building is open M-Th 7:30 a.m. – 10 p.m.; 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.; K-400 is open M – Th 8 a.m. – 5 p.m.</p>	
<p>1.3 Establish a campus-wide program to replace AV equipment, including computers and other ancillary equipment on a four-year cycle.</p>	<p>Ron Perez</p>	<p>Bill Craft; Tim McGrath; Kevin Branson; Michael Davis; Ken Einstein; Jill Baker; Charlotta Robertson</p>	<p>See addendum for listing of out of warrantee AV and IT equipment. Currently there are 1084 computers out of warranty (\$1,009,400), including 6 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"> 1. Maintain a 4-year replacement cycle for all campus IT and AV equipment. 2. Replace or upgrade software required for instruction approximately every 18 months. 3. Report to President’s Cabinet any replacement action backlog for items 1 and 2 above.
<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 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. Distance Education is adequately supported by district and Mesa staff and faculty.</p>	<p>Hire additional staff for campus computer labs.</p>
<p>1.5 Ensure that information technology is accessible to all students, including those with disabilities. To this end:</p>				

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. 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 provides 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 the ability to support closed-captioning. Met School interns have been trained to assist in closed captioning for faculty and students.	
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.	VPSS	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.	
1.8 The Mesa Information Technology Committee (MIT) will	Bill Craft	MIT Committee	The MIT committee has updated the Mesa IT Strategic Plan for 2011 and prepared a status report for each goal in the plan.	

<p>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>1.9 Identify and implement new technologies that enhance the delivery of support services to students.</p>	<p>VPSS</p>	<p>Bill Craft</p>	<p>1. Student Services has implemented online orientation and counseling. 2. The new SS Bldg. will have state-of-the-art technology as a baseline when the bldg. is completed.</p>	
<p>1.10 Streamline Student Services processes through the use of digital imaging.</p>	<p>VPSS</p>	<p>Bill Craft</p>	<p>Currently Financial Aid and EOPS have digitizing scanners which enable the staff to scan student documents to a digital format. These documents are more accessible as they are then available for staff viewing through WebExtender, a secure online interface.</p>	

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 2011	Recommendations
<p>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.</p>	<p>Bill Craft</p>	<p>Karen Owen; Hank Beaver; Michael Davis</p>	<p>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 Supervisor meets with all faculty members interested in upgrading their classroom presentation systems, and the Academic Computing Supervisor meets with them regarding classroom computer installations. These plans are incorporated into Program Reviews for planning and funding purposes.</p> <p>The AV Librarian position is vacant which means there is less technical support available to support the design and development of technology to meet instructional needs.</p> <p>The Supervisor of Academic Computing continues to work with faculty regarding classroom computer installations and collaborates with the AV Supervisor on all audiovisual classroom installations.</p>	<p>Replace AV Librarian when funds are available. This should be viewed as a campus-wide priority given the huge increase in AV systems at Mesa College.</p>
<p>2.2 Use web-based technologies to extend learning and communication opportunities beyond the classroom.</p>	<p>Bill Craft</p>	<p>Karen Owen; Steve Manczuk; Alison Steinberg</p>	<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</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</p>

			<p>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>10% of Mesa classes are online.</p>	Pages to enable data collection for Student Learning Outcomes.
2.3 Standardize the bidding and creation of Smart Classrooms.	AV Supervisor	Bill Craft; Michael Davis; Ken Einstein; Russ English	<p>Update Required</p> <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. The remaining classrooms are limited to TV and optical overhead projectors. Proposition S & 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	The hardware and software used in the classrooms meet 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.	
2.5 Audio Visual systems that support classroom instruction will be fully integrated into the campus IT system.	AV Supervisor	Michael McLaren; Chris Horvath; Michael Davis	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.	
2.6 Audio Visual systems that support classroom instruction will allow classroom-based instruction to integrate smoothly with distance education techniques.	AV Supervisor	Hank Beaver; Andrea Henne	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.	
2.7 Copyright standards and software licensing agreements will be strictly observed in classroom and distance education instruction.	Devin Milner	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. 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	

			<p>copyright owner. 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.</p>	
2.8 Provide Appropriate Technological Support for on campus and Distance Education tutoring programs.	Tim McGrath	Bill Craft; Michael Davis; Carol Sampaga; Chris Sullivan	The tutoring center will be relocated next year to the new Student Service building and will receive appropriate AV and IT equipment upgrades as part of FF&E outfitting.	
2.9 Standardize choice of classroom clicker system	Bill Craft	Inna Kanevsky	Library is planning to implement Turning Technology system in LRC 114. Currently there is no standard system in use by Mesa faculty.	
2.10 Extend wireless services to the entire campus, including adequate technical support.			<p>Wireless connectivity has been established in these locations:</p> <ol style="list-style-type: none"> 1. LRC (all floors) 2. Allied Health Building 3. Open-air in Quad 4. Open-air in SS student waiting area. 	<p>Action:</p> <ol style="list-style-type: none"> 1. Extend wireless connectivity to all new buildings and to the common areas on campus used by faculty and students. 2. Wireless connectivity should be extended to faculty offices spaces in existing buildings as funding becomes available.

3. Distance 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 2011	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. All online faculty members have been trained in Online CMS-Vista. Blackboard-Learn Training is in progress. 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	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	

learning, including pedagogy, class size, online class management, assessment and evaluation, Americans with Disabilities Act (ADA) requirements, standards of good practices, etc.			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; VPSS; 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; VPSS; Bill Craft; Andrea Henne; Jill Baker; Alison Steinberg; MIT committee	A librarian dedicated to online services is a member of the LRC faculty. Tutoring and Counseling services for online students are available.	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,	Bill Craft	VPSS; Bill Craft; Andrea Henne; Joi Blake; MIT committee;	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	

including online assessment and orientation models to better prepare students for success in distance learning courses and programs.		Alison Steinberg	student skills that will increase student awareness of skills needed for success in online classes.	
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; Hank Beaver; Andrea Henne; Alison Steinberg	The Online Services Librarian coordinates 24/7 online librarian service. Online library orientation and instruction material is available.	
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	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,	

methods, website authoring tools, and online course management processes and procedures.			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 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	Jill Baker; 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 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.	AV Supervisor		Lack of AV Librarian has slowed this project.	

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 2011	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 2011-12 will be at least i5; 4 gigs of memory; 120 gig hard drive; 19" flat screen monitor. Our Macintosh population is growing and the standard is currently the new iMacs with 23" screen, i5 processor, 4 gigs RAM, 320 gig hard drive.	
4.2 Develop and implement a campus-wide plan to update all technology used to support administration, faculty and staff.	Bill Craft	Tim McGrath; VPSS; 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 and has been updated throughout 10. It will be sight-check updated during Summer 11. 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.	Action: 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	Bill Craft	Ken Einstein; Ron Perez; Michael Davis; Hamid Hamidy;	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	

between campus buildings and all district sites.		Paul Vasquez	Apple Server – Net Boot are used for remote functions: reimage, install software on demand, and power management.	
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; VPSS; 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; VPSS; 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		

5. 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 2011	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.	
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.	
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,	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.	

independent study, and technology mediated instruction.			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.	
5.5.1 Requests for online disability accommodations should be made through DSPS and provided only upon student requests – to	Karen Owen	DSPS; Jill Baker	DSPS will provide guidance to faculty needing assistance with accommodation.	

mirror ADA compliance in a traditional classroom setting. Accommodations will be handled through DSPS.				
5.5.2 Establish an online system to submit instructional digital media for modification to provide DSPS student accommodations. This system can be modeled after the Mesa College reprographics online submission system.	Karen Owens	Ron Perez; Bill Craft; DSPS	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 2011	Recommendations
6.1 Use the Mesa College website as a primary means of	Steve Manczuk	Lina Heil; Alison Steinberg	The Web Designer and Public Information Officer routinely coordinate to ensure that the website is useful and can serve as the	

internal and external communication.			<p>primary means of internal and external communication for the college.</p> <p>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.</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	<p>Ron Perez; Ken Einstein</p>	<p>The overall capacity of the email system was increased in 2008 and the spam guard system was significantly enhanced.</p> <p>An upgrade to Exchange 2010 is planned for early Summer 2011. This upgrade will:</p> <ol style="list-style-type: none"> 1. Allow Mac users to use Outlook for email 2. Allow district mail to faculty members be forwarded to a commercial account upon request. This will assist adjunct faculty who work at many campuses. 	
6.3.1 Investigate solutions (including open source) for the	Russ English	<p>Steve Manczuk; Michael</p>	Students do not have SDCCD provided email accounts. District is investigating Google or Microsoft interface to provide	Action: Make student email accounts available with .edu extension.

creation of student (.edu) email accounts.		Davis; Paul Vasquez	email to students with .edu extension. This is the next project on District IT list after upgrade to Exchange 2010.	
6.4 Investigate alternatives for 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.	Bill Craft	Ken Einstein	The upgrade of Exchange 2003 provides a much more powerful version of Outlook Web Access for use by faculty and staff at home. Upgrade to Outlook 2010 is planned for Summer 2011.	
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.	

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 2011	Recommendations
7.1 Develop a multi-year technology implementation	Ron Perez	Bill Craft; Tim McGrath;	Building Committees have made significant progress	Action: 1. Develop transparent funding plans to

<p>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.</p>		<p>VPSS; Michael Davis; Building Committees; Paul Vasquez; Campus Planning and Budget Committee</p>	<p>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. Budget limitations have necessitated the increase of computers in use that are out of warranty. See Addendum and item 1.3 above.</p>	<p>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 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; VPSS; 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: Provide MIT support to 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</p>	

			purchases and the loading of software on college computers. Copyright continues to be upheld with current practices already in 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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