MODESTO JUNIOR COLLEGE TECHNOLOGY PLAN

2017 - 2022

Modesto Junior College Technology Plan

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Technology Plan Draft Workgroup

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Executive Summary

Modesto Junior College's (MJC) College Technology Committee (CTC) serves as a recommending body to the College regarding training, procedures, standards, and resources related to campus technology. The CTC reviewed and assessed the implementation of its 2011 Technology Plan to evaluate progress and future goals. The 2017-2022 College Technology Plan was developed to continue the work of the original plan and update activities to address emerging needs. The CTC works with the YCCD Information Technology Services (ITS) to provide MJC perspective on technology initiatives and standards. Technology continues to change rapidly. As needs and expectations across the campus have increased, the College has leveraged external resources and targeted funding to build technology capacity. The committee reviews technology resource requests from program review, and makes recommendations to the Resource Allocation Council (RAC) for funding. CTC considers the total cost of ownership for new purchases and replacement needs of existing systems.

In terms of planning initiatives, the campus continues to develop an atmosphere of technology innovation along with a culture that rewards and values continued technology-enabled learning among all stakeholders. To this end, the CTC assesses needs and identifies training that lead to a supportive environment for all technology users. The campus is working with YCCD ITS to establish minimum standards for instructional and non-instructional technology in order to assure that newly constructed and renovated buildings are fully capable of deploying currently used technologies as well as adapting to future needs.

The CTC also serves as a convening body to discuss new initiatives and host status reports on technology projects. This includes developing and recommending College processes, schedules, and funding sources for desktop and classroom/lab replacements, and reviewing pilot projects for instructional and operational computing such as virtual desktop infrastructure (VDI) and technology-enabled learning.

An overarching goal of this plan is to develop training and support that provide students with the necessary skills required in a technology-based society. The CTC plan directly supports the MJC Education Master Plan (EMP) objective 3.3: "Increase student skills and technology capacity". (MJC Education Master Plan)

The purpose of the Technology Plan is to create a roadmap that can be used to meet the objectives described above. The roadmap establishes goals, objectives and activities designed to be measureable and achievable. These goals are designed to address the technology training needs across campus, the establishment of minimum technology standards and the establishment of processes for the evaluation, adoption and resourcing of campus technologies. The purpose of the individual goals is to support the District ITS in identifying and establishing consistent resources for technology initiatives across the campus. Objectives, activities and measurable outcomes of this plan will be shared with and reviewed by campus stakeholders through MJC's participatory governance process.

MJC Vision

MJC will enrich lives by challenging all students to become successful, lifelong learners who strengthen their community in a diverse and changing world. The college is the first choice for educational excellence in our community.

MJC Technology Vision

To develop a culture of faculty, staff and students who pursue lifelong, technology-enabled learning in order to maintain current skills and contribute to their community

MJC Mission Statement

MJC is committed to transforming lives through programs and services informed by the latest scholarship of teaching and learning. We provide a dynamic, innovative, undergraduate, educational environment for the ever-changing populations and workforce needs of our regional community.

MJC Technology Mission Statement

Modesto Junior College provides current and innovative technology, training and support to its faculty, staff and diverse student population to enhance learning and prepare users for a technology-based society.

Annual Review

The Campus Technology Committee will annually review the existing Technology Plan beginning in the spring of each year, amending the document as necessary.

Goal 1: **Ensure faculty and staff receive adequate training and professional development in order to assure successful implementation and utilization of technologies**

Current Situation: Technology training is sometimes sporadic rather than well-planned and ongoing. Staff can request help with software and hardware by contacting the technology help desk, and they can participate in periodic District ITS trainings and current MJC course offerings. The Institutional Effectiveness Partnership Initiative (IEPI) provides access to training resources through Lynda.com for all California Community Colleges. While abundant training resources exist, the College can increase communication and coordination regarding training opportunities. The CTC plans to leverage these resource to provide training for MJC faculty, administrators, and classified professionals in order to increase individual capacity with technology. The committee acknowledges there is reluctance on the part of some staff to engage in technology-related professional development, offering an additional challenge to the integration of new technologies.

Objectives:

1.1   Develop, administer, and evaluate technology training needs

1.2   Identify persons able to conduct technology training

1.3   Coordinate and assess technology trainings to develop a culture of technology competency

  a) Develop a "Technology Institute" or training workshops where stakeholders can explore new ideas

  b) Create a centralized repository for technology-related resources (Lynda.com)

Outcomes: Faculty and staff will increase their knowledge of current technology-enabled learning and apply new knowledge and skills in their role at the college. Outcome will be measured by student feedback on an annual MJC Technology Survey and compared to the baseline data from student responses gathered in the fall 2017 Technology Survey.

Goal 2: Establish procedures for the evaluation, adoption and proper resourcing of campus technologies

Current Situation: Internet and technology services now operates from the YCCD Central Services. Personnel and support for MJC as well as Columbia College are centrally coordinated. The CTC serves as the college technology voice for MJC, to provide a coordinated venue for discussing, reviewing, and recommending campus needs. A manager from ITS sits on the CTC to ensure consistent coordination between the college and the district. MJC stakeholders, including participatory governance councils and committees can request assistance from the CTC in reviewing technology requests and/or needs.

Objectives:

2.1   Maintain a Campus Technology Committee (CTC)

  a) Serve as an advisory committee to campus constituents with technology needs

  b) Host reports from technology point people/constituency groups regarding projects, inventory, and life cycles

  c) Receive regular updates from and provide feedback to Central Services ITS on technology inventory and projects

2.2   Plan, review, and recommend technology-related decisions to RAC, College Council, District Technology Advisory Committee (DTAK), and college constituents

  a) Prioritize technology resource allocations based on Program Review

b) Provide input for technology project priorities to YCCD and MJC and communicate status to college stakeholders

c) Identify a process & schedule for requesting standard computing needs (multiple tiers)

d) Assist the Grant Development Office in evaluating technology as needed

2.3   Establish a timeline and process for regular technology assessments

a) Set annual goals that support strategic plan and EMP objectives; provide annual reports

b) Identify potential funding sources for campus technology needs

c) Partner with YCCD ITS to develop a "proof-of-concept" process for introducing new technologies on a small scale before adopting

2.4 Identify and evaluate inefficiencies, gaps, and emerging technologies

Outcomes: The CTC will produce a process, timeline, and rubric for stakeholders to develop technology requests. Annual goals will be published with status reports of progress to College Council.

Goal 3: Develop and maintain minimum technology standards for hardware, software and support.

> **Current situation:** YCCD ITS has developed some general desktop and lab computing standards for the district; however, the College has not identified levels of need for its users. The College holds multiple software licenses that do not always include a plan for ongoing support or ways to leverage other campus needs or uses. CTC will work to communicate those standards to campus stakeholders, along with the necessary level of infrastructure and personnel support required to maintain technology.

Objectives:

3.1   Partner with YCCD ITS to develop standards for campus technology

a) Hardware – desktop computing for multiple tiers

b) Software/Licensing

c) Support

3.2   Work with the DE Committee to support technology-enabled learning

Outcomes: The CTC will produce a set of standards, based on user need, as well as a comprehensive list of software licenses and recommendations to leverage resources.

Goal 4: Work with YCCD ITS to establish a budgetary framework for sustaining existing technology and integrating new technologies

Current situation: Technology expenditures are generally decentralized, according to department resources. The College does not have a specific budget for technology needs. It has kept fairly current with technologies by leveraging grants and other resources. College and District stakeholders discuss different funding models. The District recently hired a new Vice Chancellor of Technology Services. The college will work through the participatory governance processes to identify funding for technology.

Objectives:

4.1   Include a line item in the budget for new and replacement technologies that considers the total cost of ownership

a) Seek financial resources for technology from external resources including grants

4.2   Identify high-demand software; track existing software

a) Identify sustainable solutions for software

b) Identify potential funding sources for group licenses

4.3   Develop processes with RAC to prioritize technology requests

Outcomes: The CTC will work produce a prioritized list of existing software licenses and a published technology resource request process.

Goal 5: Become a leader in the CCC System in providing students with adequate access to training, support, and current learning technologies, and the necessary skills required in a technology-based society

Current Situation: According to the last campus survey (MJC Technology Survey, 2010), only 80% of the students on campus used a computer in their personal lives. The percentage of students who use computers for their education was even lower (approximately 70%). Nationally, 64% of students use mobile phones for college work and 42% of students use mobile phones as their primary college tool (Pearson Student Mobile device Survey 2015). as their only computing device.

Wireless access is available in most places on campus. The Library and Learning Centers loan a limited number of student laptops for short- and long-term use. Students also have access to four open computer labs on East Campus and three on West

Campus. More than 65 program-specific labs are available to students who are enrolled in courses that reserve them. Many instructors have piloted classes with lecture capture and video streaming, but it is not used campus-wide. Most classrooms are equipped as "smart classrooms", with internet access, projectors and screens for classroom use. Central Services provides a "Help Desk" with technicians available to answer questions 40 hours per week. Presently, there is no consistent training structure for students who want to learn how to use current technology, and there is no 24/7 student support.

Objectives:

5.1   Provide student access to technology that fits the varied lifestyle of a diverse student population

5.2   Support technology competency for MJC students, including the use of technologies in careers

5.3   Develop single sign-on for students to simplify access to resources

Technology Plan Work Plan

1) Training				
GOAL 1: Ensure faculty and staff receive adequate training and professional development in order to assure successful implementation and utilization of technologies				
OBJECTIVES	**Measures/Method**	**Timeframe**	**Responsible**	**Evaluation**
1.1 Develop, administer, and evaluate technology training needs	Prioritized list of needs (recommend interpersonal contact w/divisions)	Fall 2017 Every 3 years	CTC Workgroup	
1.2 Identify persons able to conduct technology training	Current, published list of people and associated areas of expertise (from job descriptions, surveys, volunteers)	Fall 2017 Every 3 years	CTC Workgroup	
1.3 Coordinate and assess technology trainings to develop a culture of technology competency a) Develop a "Technology Institute" or training workshops where stakeholders can explore new ideas b) Create a centralized repository for technology-related resources (Lynda.com)	Publish recommended technology resources through regular communication Plan and host an annual Technology Institute and monthly workshops Links and recommendations for training on CTC webpage	Spring 2018 Fall 2018, every fall Spring 2018	CTC Workgroups	

2) Procedures

GOAL 2: Establish procedures for the evaluation, adoption, and proper resourcing of campus technologies				
OBJECTIVES	**Measures/Methods**	**Timeframe**	**Responsible**	**Evaluation**
2.1 Maintain the College Technology Committee (explore co-chair model) a) Serve as advisory committee to campus constituents with technology needs	Recommendations/reports made to college councils, Academic Senate, divisions, and others	Fall 2017 At least once, at the end of every semester	CTC	
b) Host reports from technology point people/constituency groups regarding projects, inventory, and life cycles	Agendas and minutes that reflect constituent reports	Ongoing		
c) Receive regular updates from and provide feedback to Central Services ITS on technology inventory and projects	Agendas and minutes that reflect YCCD ITS reports	Ongoing	DTAC	
2.2 Plan, review, and recommend technology-related decisions to RAC, College Council, District Technology Advisory Committee (DTAC), and college constituents			CTC Workgroups	
a) Prioritize technology resource allocations based on Program Review	Prioritized list/recommendations related to Program Review resource requests	fall 2017, annually		
b) Provide input for technology project priorities to YCCD and MJC and communicate status to college stakeholders	List of ongoing projects/updates, communicated to the college and to DTAC	fall 2017, as needed		
c) Identify a process & schedule for requesting standard computing needs (multiple tiers)	Published process and rubric for stakeholder requests	2017-2018 As needed		
d) Assist the Grant Development Office in evaluating technology as needed	Grant proposal with documented technology needs			

Procedures (cont.)				
OBJECTIVES	**Measures/Measure**	**Timeframe**	**Responsible**	**Evaluation**

2.3 Establish a timeline and process for regular technology assessments
 	
  a) Set annual goals that support strategic plan and EMP objectives; provide annual reports
 	
  b) Identify potential funding sources for campus technology needs
 	
  c) Partner with YCCD ITS to develop a "proof-of-concept" process for introducing new technologies on a small scale before adopting
	Published list of annual CTC goals and objectives; published reports of progress to College Council
	
	Current list of funding sources and their priorities and requirements
	
	Project proposals are communicated and evaluated
		End of spring, annually
		
		Spring 2018
		
		Fall 2018
			CTC Workgroup	

2.4 Identify and evaluate inefficiencies, gaps, and emerging technologies	Campus survey results and CTC minutes	Ongoing	CTC	

3) Standards				
GOAL 3: Develop and maintain minimum technology standards for hardware, software and support.				
OBJECTIVES	**Measures/Methods**	**Timeframe**	**Responsible**	**Evaluation**
3.1 Partner with YCCD ITS to develop standards for campus technology: a) Hardware – desktop computing for multiple tiers b) Software/Licensing c) Support	Published list of standards for hardware, software, licensing, and support Current inventory list of basic computer equipment	Fall 2017	CTC & YCCD ITS	
3.2 Work with the DE Committee to support technology-enabled learning	Mutual reports and workgroups between DE and CTC committee	Ongoing	CTC & DE Committee	

4) Resources				
GOAL 4: Work with YCCD ITS to establish a budgetary framework for sustaining existing technology and integrating new technologies				
OBJECTIVES	**Measures/Methods**	**Timeframe**	**Responsible**	**Evaluation**
4.1 Include a line item in the budget for new and replacement technologies that considers the total cost of ownership a) Seek financial resources for technology from external resources including grants	Line item Identified list of resources and submitted grants	Spring 2019 Ongoing	CTC	
4.2 Identify high-demand software; track existing software a) Identify sustainable solutions for software b) Identify potential funding sources for group licenses	Current list of software shared by YCCD ITS Software licensing plan is published; Responsible person(s) identified who coordinate software requests	Fall 2017 Fall 2019	CTC & YCCD ITS CTC & YCCD ITS	
4.3 Develop processes with RAC to prioritize technology requests	Documented process for prioritization	Spring 2018 – fall 2018	Engaging All Voices/RAC	

5) Model in the CCC System

GOAL 5: Become a leader in the CCC System in providing students with adequate access to training, support, and current learning technologies, and the necessary skills required in a technology-based society

OBJECTIVES	Measures/Methods	Timeframe	Responsible	Evaluation
5.1 Provide student access to technology that fits the varied lifestyle of a diverse student population	Identified and published resources for students	Spring 2018	CTC	
5.2 Support technology competency for MJC students, including the use of technologies in careers	Approaches identified that contribute to technology competency	Fall 2018 – fall 2019	EMP Workgroup	
5.3 Develop single sign-on for students to simplify access to resources	Student portal developed	Fall 2019	YCCD ITS	

Appendix A

When evaluating the sustainability of technology, several issues should be considered:

- Technology changes rapidly, as often as every 12 to 18 months. Hardware, software, support, and service may not be available or need costly and frequent updates to remain secure and operational.

- Current trends must be evaluated for long-term effectiveness, support and affordability.

- Human Resources needed to maintain and support technology must be included in technology strategies.

- Technology is an element in institutional and educational strategies, but it is not the entire solution. Instructional styles, student and employee skills and needs, infrastructure impact, and cost should be analyzed as part of an overall technology plan.

Resources

A strong technology strategy requires both colleges as well as Central Services to allocate resources to maintaining and updating current technology, including fundamental desktop hardware and software. Resources should also be identified to investigate, pilot and implement emerging technologies, particularly those that show long-term viability.

External funding, including federal and state grants as well as private foundations are an excellent way to fund technology-enabled initiatives, particularly start-up costs. Modesto Junior College currently includes new technologies in all grant budget requests.

Future Goals

A short list of emerging technologies and support needs currently providing successful outcomes on college campuses has been identified for further investigation and potential funding:
- Single Sign-on
- Virtual Desktop Infrastructure (VDI)
- Enhanced faculty and student training and support
- Mobile Computing
- Student Portal
- Video on demand
- Video conferencing
- Software site licenses

Appendix A

Campus Technology Committee Charge and Membership

The College Technology Committee has a broad focus on all campus technologies: administrative, instructional, student support, desktop, mobile computing, and other technologies.

Campus Technology Committee (CTC) (Draft)

Charter:

The College Technology Committee serves as a resource and makes recommendations to the college governance councils, and to the Academic Senate on academic and professional matters, communicates to the campus regarding the direction and evaluation of technology-related decisions campus-wide, including:

- faculty, staff and student training and support

- prioritization of technology resource allocations based on Program Review

- minimum standards for campus technology

- initiatives contributing to a campus-wide culture of innovative learning enhanced by technology

Meetings:

Twice monthly during academic year and as needed

Terms:

Academic Senate, CSAC and College Unit appointees will serve a term of two years on the CTC. Student Senate representatives will serve a one year term. Administrators with direct oversight of college technology initiatives will be permanent committee members.

Membership:

College Administrator
Cross-section of college and district individuals who work with technology regularly

Appendix B

Preliminary budget excluding HR costs (this is an estimated budget for MJC technology costs)

Item	Cost	Current funding source	Comments
Annual computer replacement	$ 1,000,000	TBD	Replacement cost for one third of computers (current inventory of computers on East and West campuses is approximately 2500, one third of 2500 @ $1200 = $1 million), three year cycle.
Computer peripherals (printers, scanners, etc.)	$50,000	TBD	
Software licensing	$100,000	TBD	
AV equipment replacement	$ 100,000	Modesto Junior College	Classroom equipment, such as video projectors, document cameras, etc.
Miscellaneous	$ 100,000	TBD	Misc. equipment and services such, vmware licenses
Cabling, infrastructure needs	$ 50,000	TBD	
Research and development	$ 100,000	TBD	Explore and test new technologies needed for enabling/enhancing instruction
Total equipment, software, licensing, and training costs	**$ 1,500,000**		