



MODESTO JUNIOR COLLEGE
the community's college

TECHNOLOGY PLAN

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Modesto Junior College Technology Plan 2023-2028

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Technology Plan Workgroup

The following members of the College Technology Committee developed the Modesto Junior College Technology Plan:

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Introduction

Modesto Junior College's (MJC) College Technology Committee (CTC) serves as a recommending body to the College Council regarding purchases, implementation, procedures, standards, and resources related to campus technology. The CTC works with the Yosemite Community College District (YCCD) Information Technology Services (ITS) to provide the District with MJC's perspective on technology initiatives and standards. Technology continues to change rapidly. As needs and expectations across the campus have increased, the College has leveraged available funding resources to build technology capacity. The committee reviews technology resource requests from program review and makes recommendations to the Resource Allocation and Facilities Committee (RAF) for funding. CTC considers the total cost of ownership for new purchases and replacement needs of existing systems.

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 continues to identify training that leads to a supportive environment for all technology users. The campus has worked with YCCD ITS to establish minimum standards for instructional and non-instructional technology to ensure that existing, replacement, and new technologies will satisfy student and employee needs.

The CTC also serves as a venue to discuss technological needs around new initiatives and host status reports on college and district-wide technology projects. This includes developing, recommending, and identifying college processes, schedules, and funding sources for new technology and technology replacements.

The CTC plan directly supports the college's Strategic Master Plan (SMP) and Education Master Plan (EMP). The purpose of the Technology Plan is to create a roadmap that can be used to meet the technology needs identified by both the Strategic Master Plan and Education Master Plan.

Mission

Empowering students to discover opportunities and reach their goals through access to and inclusion in higher education.

The College Technology Committee's mission is to identify and implement technical tools to remove barriers and allow campus community to discover new opportunities and reach their goals.

Vision

As investors in our society, Modesto Junior College will create and promote equity in education for every member of our diverse community.

The College Technology Committee vision is to identify and implement technology that promotes equity and creates a culture of innovation for every member of our diverse community.

Purpose

The purpose of the Technology Plan is to establish technology guidelines that will help guide Modesto Junior College in preparation for the future. The plan provides a shared vision and goals that not only determine technological improvements for the educational experience for all students but provides an enhanced awareness of technology training for faculty and staff, in addition to updating technology standards and developing a budgetary framework that regulates a technology replacement plan.

Annual Review

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

Goals

Goal 1: Assess and update college technology standards, and maintain a budgetary framework that allows for both a regular hardware replacement plan and the integration of new technologies, as well as training for those 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, working with ITS staff to provide a coordinated venue for discussing, reviewing, and recommending campus technology needs. Baseline standards for computers, instructional equipment, and software have been created but need regular re-evaluation and updating. Similarly, the committee continues to work with RAF to create a sustainable technology replacement plan. There is now a dedicated technology budget, and decisions are made with an eye toward the Total Cost of Ownership. The committee

continues to look for other funding sources and is still working to identify college-wide software purchases that would both increase access and cut costs. In addition, the committee is working to make it easier for its constituents to submit technology suggestions through an easily accessible and understandable process.

Objectives:

- 1.1 Partner with YCCD ITS to continue to monitor and update standards for campus technology
 - a) Hardware – desktop computing for multiple tiers
 - b) Software/Licensing
 - c) Support
 - d) Classroom and other technologies that support Distance Education
- 1.2 Plan, review, and recommend technology-related purchase and decisions to the RAF, College Council, and college constituents
 - a) Prioritize technology resource allocations based on Program Review, and work with RAF to find funding
 - b) Provide input for technology project priorities to YCCD and MJC and communicate status to college stakeholders
 - c) Work to analyze the feasibility of other campus technology requests that fall outside of Program Review and create procedures for the requests
- 1.3 Develop, administer, and evaluate technology training needs for existing, replacement and, especially, new technologies
 - a) Verify that any new technologies include appropriate training for the intended users of that technology
 - b) Maintain and publicize a list of software used on campus and where one can get training for that software
 - c) Identify software that does not currently have training available and create videos to fill that need
- 1.4 Coordinate and assess technology trainings to develop a culture of technological competency
 - a) Maintain a centralized repository for technology-related resources, including locally made videos and resources (Vision Resource Center)
 - b) Advertise training opportunities and increase awareness of the training made available through the Vision Resource Center

- 1.5 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 wide adoption
 - d) Identify and evaluate inefficiencies, gaps, and emerging technologies
- 1.6 Continue to include and expand a line item in the college budget for new and replacement technologies that considers the total cost of ownership
 - a) Create and implement a college-wide hardware replacement plan
 - b) Identify high-demand software and pursue college-wide licenses
 - c) Identify potential funding sources for group licenses

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. The CTC will assess and update computing and classroom technology standards, based on user need, as well as a comprehensive list of software licenses. CTC will insure and track training opportunities for existing, replacement, and new technologies. The committee will continue to work with departments and RAF to prioritize Program Review requests that are technology related, and work to create a process that is transparent and efficient, with an eye on the total cost of ownership.

Goal 2: Provide students with current learning technologies and the necessary skills required in a technology-based society while also providing access to training and support for these technologies.

Current Situation: The last student technology survey conducted was in 2010 which indicated only 80% of the students on campus used a computer in their personal lives and approximately 70% of students used computers for their education. Based on a Pearson Student Mobile Device Survey conducted in 2015, nationally, 64% of students use mobile phones for college work and 42% of students use mobile phones as their primary college tool. It is likely these statistics have significantly changed given the global pandemic that forced many institutions to transition most of their class offerings to an online modality.

According to the Educause Student Study 2020, the most important technological features needed for studying was access to wi-fi (96%), access to power outlets (69%), access to printers (37%), mobile phone reception (36%), and access to any computer (25%). During 2020 and 2021, the college expanded its wireless access throughout both the East and West campuses. The expansion included parking lots and quad areas as most buildings were closed due to the pandemic. The Library & Learning Center

distributed laptops and hotspots for the students as part of the technology lending program.

Most classrooms are equipped as “smart classrooms”, with internet access, projectors, and screens for classroom use. The college has been diligently replacing and upgrading the technology in the “smart classrooms” to support enhanced instruction. The college is currently piloting HyFlex instruction which allows for an instructor to teach students in person and virtually at the same time. As the technology to create these HyFlex classrooms continues to arrive, the college is continuing to set up classrooms to support additional HyFlex instruction.

Central Services provides a “Service Desk” with technicians available to answer questions 40 hours per week. In addition, the Online Learning Service Desk offers students 40 hours of phone, Zoom, and chat help support on Canvas issues, and there is 24/7 support for students (as well as faculty and staff) from Instructure’s support line for Canvas-related questions. Presently, there is no consistent training structure for students who want to learn how to use current technology.

Objectives:

- 2.1 Conduct Student Technology Surveys every other year to understand technology needs from the student perspective
- 2.2 Utilize survey results to inform resource allocation recommendations
- 2.3 Support technology competency for MJC students, including the use of technology in careers
- 2.4 Provide student access to technology that fits the varied lifestyle of a diverse student population

Outcomes: The CTC will survey students to track their technology needs and use this information to inform resource allocation recommendations. The survey questions may be included in other campus-initiated surveys of students. The questions will include prompts that help determine the diverse lifestyle needs that may impact technology choices.



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