



2023 – 2028

# TECHNOLOGY MASTER PLAN

Enhancing Student Access and Success

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# OVERVIEW OF THE DISTRICT TECHNOLOGY MASTER PLAN

The District Technology Master Plan (DTMP) is a comprehensive and macro-level strategy that envisions the District's technology needs. It anticipates the emerging technological requirements of all District entities and ensures compliance with federal, state, and local regulations. The DTMP provides a long-term perspective that enables other planning documents at the District and Colleges to reach the planned outcome. Additionally, it establishes a continuous, two-way collaboration with the Colleges Technology Plans to support instructional and student-focused services. The DTMP is a key enabler of the District's technology landscape, providing a roadmap for meeting future needs in a rapidly evolving technological environment.

The DTMP aligns with the California Community Colleges Chancellor's Office Vision 2030 initiative, which builds on the Vision for Success and Governor's Roadmap. By doing so, we will ensure its success by supporting statewide, regional, and local efforts to assist students in achieving their goals.



## DISTRICT MISSION STATEMENT

San Bernardino Community College District (SBCCD) positively impacts the lives and careers of our students, the well-being of their families, and the prosperity of our community through excellence in educational and training opportunities.

## TECHNOLOGY MISSION STATEMENT

To support the SBCCD by providing secure technology that helps the District transform the lives of our students.

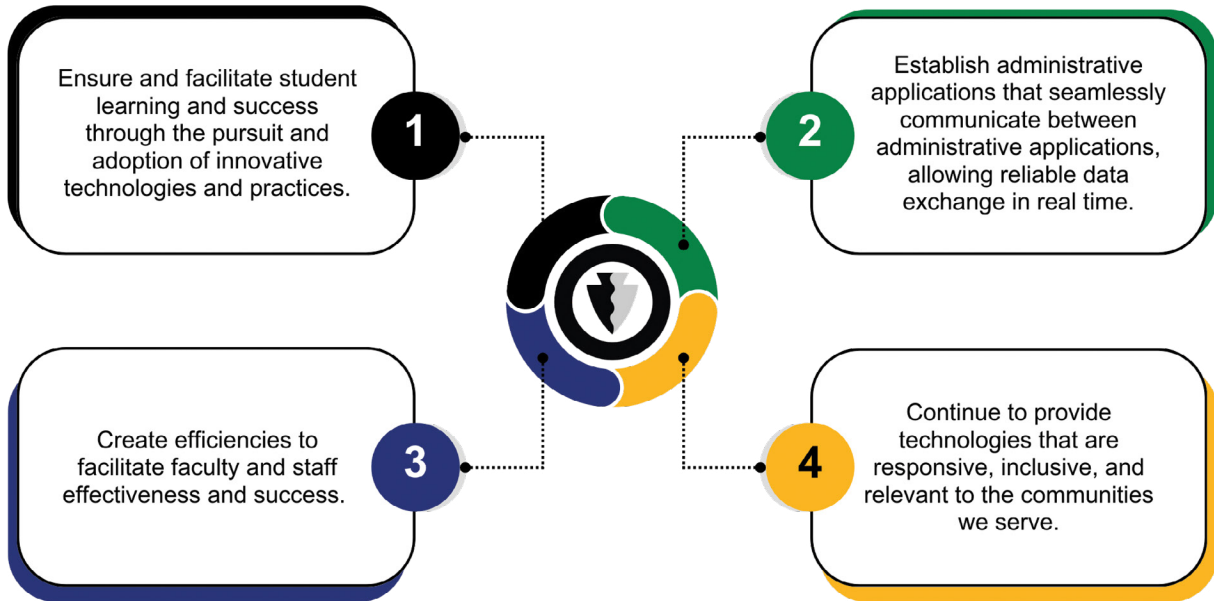
### Technology Vision

Our Technology Vision:

- Technologies will enable and enhance collaboration, communication, and partnerships within the District, and with federal, state, local, and community partners;
- Technologies will enable and enhance support towards academic and student success;
- Administrative applications will communicate seamlessly, enabling real-time exchange of reliable data between systems;
- Information systems will expand and enhance services while maintaining forward and backward compatibility;
- Students, faculty, and staff will have an environment that is technologically current;
- The privacy and security of information within our technology systems will be ensured.

## Guiding Principles

Technology and Educational Support Services (TESS) strives to provide appropriate support by adhering to these principles:



## TECHNOLOGY PLANNING

SBCCD holds that the efficacy and relevance of planning documents are contingent upon certain key features and characteristics. These attributes increase the likelihood of success and ensure the documents are meaningful to stakeholders. Progress towards meeting planned goals should be reviewed annually, and the entire DTMP process should be evaluated every five years. To this end, SBCCD emphasizes the importance of incorporating these essential elements in all planning documents.

### Accessibility

- Input is invited and encouraged from all stakeholders, representing all areas of the District, Colleges, and communities we serve.

### Transparency

- The planning process must be clearly defined and made public. It should address concerns raised during planning, and any modifications must be communicated and approved by the TESS Planning Team.

### Flexibility

- Changes in other District and College plans, Board Imperatives, accreditation and licensing requirements, and technology are reflected in our ability to accommodate the evolving needs of the District, Colleges, and the communities we serve.

### Collaboration

- The plan must have a clear focus for the next 3-5 years. To achieve this, a collective vision, mission, purpose, goals, objectives, and guiding principles are necessary. Successful accomplishment requires collaboration and distribution.

### Fiscal Responsibility

- Each objective should be quantifiable, realistic, and ensure SBCCD's fiscal accountability and sustainability.

# SBCCD DISTRICT TECHNOLOGY MASTER PLAN

The purpose of SBCCD’s District Technology Master Plan (DTMP) is to encourage and enable all District constituencies to participate in the assessment of technology needs and the development of the vision, direction, and prioritization of solutions to address those needs. It ensures ongoing focus and two-way alignment with the Educational Master Plans of the Colleges, the District Strategic Plan, and provides a guiding framework for site-level planning and expenditures.

The plan enables all District entities to utilize data in decision-making processes through the meaningful integration of disparate information systems and training; and provides the technology necessary to enable College and District entities to respond to federal, state, and local accreditation, licensing, and reporting requirements; as well as maintain technological currency through the ongoing review of effective practices, emerging technologies, and the provision of training to technical staff and end-users.

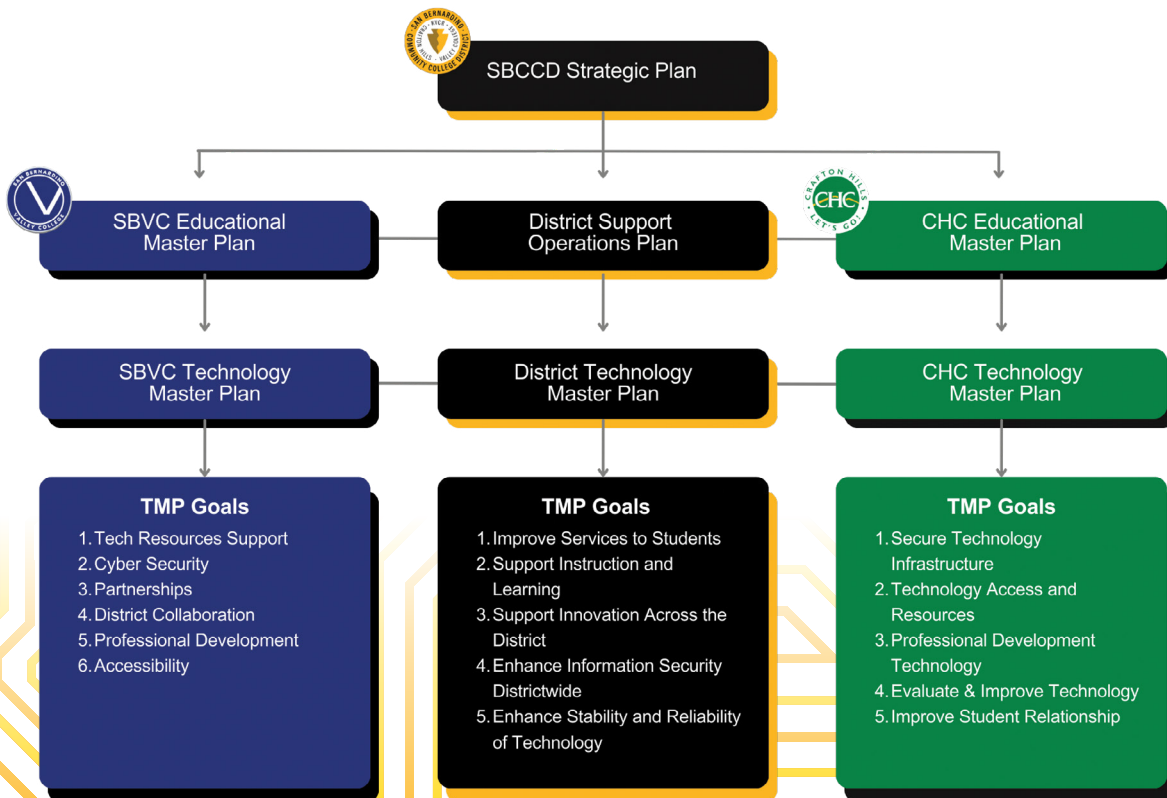
The DTMP encourages regular review of business practices, technologies, and strategies to find new and innovative ways to enhance operational efficiencies, maximize the dollar’s value in procuring new technologies, and ensure that a Total Cost of Ownership (TCO) model is followed.

## Planning Process and Budget

The development of the DTMP was initiated by reviewing the District Support Operations Plan and the College Technology Plans. The planning process involved active participation by all District stakeholders in the following District-wide committees and working groups: Institutional Effectiveness Advisory Committee, Distance Education Coordination Council, District Applications Work Group, TESS Managers, the SBVC Campus Technology Committee, and the CHC Campus Technology Committee.

While this plan is intended to provide a five-year direction, this latest version of the DTMP builds upon the progress made in the previous DTMP. It is intended to be dynamic and will be updated as necessary to accommodate the emerging needs of the District and the two Colleges. The budget for these projects that are identified through the planning process is identified in the annual budget process and the program review process.

The graphic below highlights the integration of the planning process.



## Annual Planning Timeline

The model below depicts the planning timeline which identifies the major initiatives that the District will utilize in support of the technology planning. This timeline is designed to align with the District’s budget and strategic planning processes. The planning process will ensure that new strategies and objectives for the next fiscal year will be in place prior to the budget and program review processes. Although the planning process is able to support new initiatives as they are received, the flow chart below represents the key milestones in the planning process.





# DISTRICT TECHNOLOGY GOALS AND INITIATIVES

The District Technology Goals were developed after a thorough review of the Goals outlined in the District Strategic Plan, the Crafton Hills College Technology Plan, the Crafton Hills College Educational Master Plan, and the San Bernardino Valley College Technology Plan and San Bernardino Valley College Educational Master Plan. To complement these plans, the District has established five main goals, which along with their respective strategies, will reinforce the goals outlined in the aforementioned plans across the District.

## GOAL 1: IMPROVE SERVICES TO STUDENTS

The following strategies will be used to meet the goal of improving services to students across the District:

1.1	New Technology: Evaluate technologies that can improve the student experience.
1.2	Process Alignment: Work with both Colleges to ensure the processes for students provide a consistent and efficient user experience.
1.3	State Initiatives: Partner with the administrative staff at the Colleges to review student-facing solutions offered by the state.
1.4	Distance Education: Partner with the Distance Education Coordination Council to identify changes and enhancements that will improve the student experience.
1.5	Campus Technology Committees: In collaboration with the Campus Technology Committees at each College, obtain feedback on technologies that will improve the student experience.
1.6	Accessibility: Ensure that the appropriate accessibility training and technology is available to align with accessibility regulations and to meet the needs of our students.

## GOAL 2: SUPPORT INSTRUCTION AND LEARNING

The following strategies will be used to meet the goal of supporting instruction and learning across the District:

2.1	Research New Software: Work closely with the instructional offices at each of the Colleges to identify and implement solutions that will support instruction and learning.
2.2	System Upgrades: Review and upgrade existing software implementations to take advantage of new features and functionality.
2.3	Project Management Procedures: Establish project management procedures so that instructional projects are completed on time and under budget.
2.4	Learning Management System: Partner with the Distance Education Coordination Council and the Campus Technology Committees to identify changes and enhancements to our Learning Management System.
2.5	Campus Technology Committees: Partner with the Campus Technology Committees at each College to get feedback on instructional areas that can be improved across the District.

### GOAL 3: SUPPORT INNOVATION ACROSS THE DISTRICT

The following strategies will be used to meet the goal of supporting instruction and learning across the District:

3.1	Technology Research: Review innovative technology solutions, such as Customer Relationship Management systems, Artificial Intelligence, Machine Learning, and other innovative technologies.
3.2	Infrastructure: Research and implement infrastructure and innovative cloud technologies.
3.3	Technology Trends: Review Educause Core Data, Gartner/Tambellini Trend Data, ACCJC Accreditation Standards, CCCO Vision 2030, and other external higher education trend data.
3.4	Learning Management System: Partner with the Distance Education Coordination Council and the Campus Technology Committees to identify new software or plugins that work with the Learning Management System.
3.5	Campus Technology Committees: Partner with the Campus Technology Committees at each College to get feedback on technologies that can lead to innovation across the District.

### GOAL 4: ENHANCE INFORMATION SECURITY

The following strategies will be used to meet the goal of enhancing Information Security across the District:

4.1	Information Security Plan: Develop an information security plan that provides the strategies, protocols, and safeguards to protect the District's sensitive data and digital assets.
4.2	Update Security Policies: Develop a comprehensive set of cybersecurity policies to safeguard sensitive data, and maintain the integrity of academic and administrative systems.
4.3	Data Governance: Establish a data governance framework that establishes clear responsibilities, processes, policies, and data categorization to ensure the proper collection, storage, usage, and security of data across the District.
4.4	Data Loss Prevention: Implement a set of technologies aimed at identifying, monitoring, and preventing unauthorized and accidental data leaks by monitoring data in motion, at rest and in use.
4.5	Risk Assessment: Review the Information Security Risk Assessment and prioritize new initiatives.

### GOAL 5: ENHANCE THE STABILITY AND RELIABILITY OF TECHNOLOGY

The following strategies will be used to meet the goal of enhancing Information Security across the District:

5.1	Cloud Strategy: Implement the cloud migration by migrating work loads from on premise to the cloud. This includes research for leveraging cloud services to replace the need for dedicated servers.
5.2	Disaster Recovery Plan: Develop a Business Impact Analysis to guide the Business Continuity and Disaster Recovery Plan, to cover all areas of technology at the District and at the Colleges.
5.3	Fault Tolerance: Create redundant pathways to create fault tolerance for internet and voice circuits at the District and the Colleges.
5.4	Redundancy: Evaluate, document, and make recommendations for full redundancy in server rooms, core network and WAN environments.
5.5	Test Plans and Procedures: Establish and execute annual and semi-annual test plans to ensure disaster recovery procedures work properly and systems are operating as expected.



## TECHNOLOGY MASTER PLAN GOALS AND TIMELINE SUMMARY

This table shows the timeline for the SBCCD Technology Master Plan Goals

SBCCD Technology Goals		Timeline		
2023 - 2028 District Technology Goals		FY 23-24	FY 24-25	FY 25-28
1.0	Improve Services to Students	X	X	X
1.1	New Technology	X	X	X
1.2	Process Alignment	X	X	X
1.3	State Initiatives	X	X	X
1.4	Distance Education	X	X	X
1.5	Campus Tech Committees	X	X	X
2.0	Support Instruction and Learning	X	X	X
2.1	Research New Software	X	X	
2.2	System Upgrades	X	X	X
2.3	Project Management	X	X	X
2.4	Learning Management System	X	X	X
2.5	Campus Tech Committees	X	X	X
3.0	Support Innovation Across District	X	X	X
3.1	Technology Research	X	X	X
3.2	Infrastructure	X	X	X
3.3	Technology Surveys	X	X	X
3.4	Learning Management System	X	X	X
3.5	Campus Tech Committees	X	X	X
4.0	Enhance Information Security	X	X	X
4.1	Information Security Plan	X	X	
4.2	Security Policies	X		
4.3	Data Governance	X		
4.4	Data Loss Prevention		X	
4.5	Risk Assessment	X	X	X
5.0	Enhance Stability and Reliability	X	X	X
5.1	Cloud Strategy	X		
5.2	Disaster Recovery	X	X	
5.3	Fault Tolerance	X	X	
5.4	Redundancy	X	X	
5.5	Test Plans and Procedures		X	X

## ALIGNMENT OF TECHNOLOGY GOALS WITH DISTRICT STRATEGIC PLAN

This table demonstrates the alignment of the SBCCD Technology Master Plan Goals with the Districts Strategic Plan Goals

SBCCD Technology Goals		SBCCD Strategic Plan Goals			
2023 - 2028 District Technology Goals		Eliminate Barriers to Student Access & Success	DEIA	Leader and Partner in Region	Fiscal Accountability/Sustainability
1.0	Improve Services to Students	X	X	X	X
1.1	New Technology	X	X		X
1.2	Process Alignment	X	X		X
1.3	State Initiatives			X	X
1.4	Distance Education	X	X		X
1.5	Campus Tech Committees	X	X		X
2.0	Support Instruction and Learning	X	X	X	X
2.1	Research New Software	X	X		X
2.2	System Upgrades	X	X		X
2.3	Project Management			X	X
2.4	Learning Management System	X	X	X	X
2.5	Campus Tech Committees			X	X
3.0	Support Innovation Across District	X	X	X	X
3.1	Technology Research	X	X		X
3.2	Infrastructure	X	X		X
3.3	Technology Surveys	X	X	X	X
3.4	Learning Management System			X	X
3.5	Campus Tech Committees			X	X
4.0	Enhance Information Security	X	X	X	X
4.1	Information Security Plan	X	X		X
4.2	Security Policies				X
4.3	Data Governance	X	X		X
4.4	Data Loss Prevention	X		X	X
4.5	Risk Assessment			X	X
5.0	Enhance Stability and Reliability	X	X	X	X
5.1	Cloud Strategy	X	X		X
5.2	Disaster Recovery	X	X		X
5.3	Fault Tolerance	X	X		X
5.4	Redundancy	X	X		X
5.5	Test Plans and Procedures			X	X

## ALIGNMENT OF TECHNOLOGY GOALS WITH CRAFTON HILLS COLLEGE TECHNOLOGY PLAN

This table demonstrates the alignment of the SBCCD Technology Master Plan Goals with the CHC Technology Plan

SBCCD Technology Goals		CHC Technology Plan Goals				
2023 - 2028 District Technology Goals		Secure Technology Infrastructure	Technology Access and Resources	Professional Development Technology	Evaluate & Improve Technology	Improve Student Relationship
1.0	Improve Services to Students		X		X	X
1.1	New Technology		X	X	X	X
1.2	Process Alignment		X		X	X
1.3	State Initiatives		X	X	X	X
1.4	Distance Education		X		X	X
1.5	Campus Tech Committees		X		X	X
2.0	Support Instruction and Learning		X	X	X	X
2.1	Research New Software		X	X	X	X
2.2	System Upgrades		X		X	X
2.3	Project Management		X		X	X
2.4	Learning Management System		X	X	X	X
2.5	Campus Tech Committees		X	X	X	X
3.0	Support Innovation Across District		X	X	X	X
3.1	Technology Research		X	X	X	X
3.2	Infrastructure		X	X	X	X
3.3	Technology Surveys		X		X	X
3.4	Learning Management System		X		X	X
3.5	Campus Tech Committees		X	X	X	X
4.0	Enhance Information Security	X				
4.1	Information Security Plan	X				
4.2	Security Policies	X				
4.3	Data Governance	X				
4.4	Data Loss Prevention	X				
4.5	Risk Assessment	X				
5.0	Enhance Stability and Reliability		X	X	X	X
5.1	Cloud Strategy		X		X	X
5.2	Disaster Recovery		X		X	X
5.3	Fault Tolerance		X		X	X
5.4	Redundancy		X		X	X
5.5	Test Plans and Procedures		X		X	X

## ALIGNMENT OF TECHNOLOGY GOALS WITH SAN BERNARDINO VALLEY COLLEGE TECHNOLOGY PLAN

This table demonstrates the alignment of the SBCCD Technology Master Plan Goals with the SBVC Technology Plan

SBCCD Technology Goals		SBVC Technology Plan Goals					
2023 - 2028 District Technology Goals		Tech Resources Support	Cyber-Security	Partnerships	District Collaboration	Professional Development	Accessibility
1.0	Improve Services to Students	X			X	X	X
1.1	New Technology	X			X	X	X
1.2	Process Alignment	X			X		
1.3	State Initiatives	X		X	X	X	X
1.4	Distance Education	X		X	X	X	
1.5	Campus Tech Committees	X		X	X	X	
2.0	Support Instruction and Learning	X			X	X	X
2.1	Research New Software	X		X	X		X
2.2	System Upgrades	X			X	X	
2.3	Project Management	X			X	X	
2.4	Learning Management System	X			X	X	X
2.5	Campus Tech Committees	X		X	X	X	X
3.0	Support Innovation District	X		X	X	X	X
3.1	Technology Research	X			X	X	
3.2	Infrastructure	X			X		
3.3	Technology Surveys	X			X		
3.4	Learning Management System	X			X	X	X
3.5	Campus Tech Committees	X		X	X	X	X
4.0	Enhance Information Security	X	X		X		
4.1	Information Security Plan	X	X		X		
4.2	Security Policies	X	X		X		
4.3	Data Governance	X	X		X		
4.4	Data Loss Prevention	X	X		X		
4.5	Risk Assessment	X	X		X		
5.0	Enhance Stability and Reliability	X			X		
5.1	Cloud Strategy	X			X		
5.2	Disaster Recovery	X			X		
5.3	Fault Tolerance	X			X		
5.4	Redundancy	X			X		
5.5	Test Plans and Procedures	X			X		

# PLANNING TEAMS

## Institutional Effectiveness Advisory Committee

**Charge:** The Institutional Effectiveness Advisory Committee (IEAC) aids in the district-wide integration of institutional planning that will incorporate diversity, equity, and inclusion into resource allocation, program review, and the technology master plan.

- Nohemy Ornelas – VC, Educational and Student Support Services (**Quad-Chair**)
- Christopher Crew – Executive Director Research, Planning & Institutional Effectiveness (**Quad-Chair**)
- Luke Bixler – Chief Technology Officer
- Giovanni Sosa – Dean of Institutional Effectiveness, Research, and Planning, CHC
- Joanna Oxendine – Dean of Institutional Effectiveness, Research, and Planning, SBVC
- Aysia Brown – Human Resources EEO Representative
- Brandi Bailes – Faculty, CHC
- Davena Burns-Peters – Faculty, SBVC
- Keith Wurtz – Management, CHC
- Dina Humble – Management, SBVC
- Celia Huston – Accreditation Committee Chair, SBVC (**Quad-Chair**)
- Ola Sabawi – Classified, CHC
- John Feist – Classified, SBVC
- Kashaunda Harris – Professional Development Coordinator or designee, CHC
- Rania Hamdy – Professional Development Coordinator or designee, SBVC
- Heather Ford – Confidential Group
- Ruby Zuniga – CSEA Representative, CHC
- Christie Gabriel-Millette – CSEA Representative, SBVC (**Quad-Chair**)
- Myung Koh – CSEA Representative, DSO
- Julie McKee – CTA
- Allan Erving & Ariel Davis – Black Faculty & Staff Association
- Diana Vaichis – Latino Faculty, Staff, & Administrators Association
- Enggie Ocampo – Associated Student Government President or designee, CHC
- Nelva Ruiz Martinez – Associated Student Government President or designee, SBVC
- Jimmy Grabow – Asian Pacific Islander Association
- James Quigley (proxy: Angelica Arechavaleta) – Police Officer Association

## **Distance Education Coordination Council (DECC)**

**Charge:** The Distance Education Coordination Council (DECC) has the charge to develop guidelines and recommendations to the colleges regarding distance education issues. This committee shall have the added responsibility of coordinating District support for distance education offered at Valley College and Crafton Hills College. All programs offered in the District through distance learning shall be a part of one of the two colleges with the appropriate review, and evaluation by the Academic Senate and the discipline being offered.

### **Membership:**

- Andy Chang – Director, Administrative Application Systems (**Co- Chair**)
- Luke Bixler – Chief Technology Officer
- Davena Burns-Peters – Faculty, ESL and DE Lead
- Cherishea Coats – Instructional Technology Specialist (**Co- Chair**)
- Rania Hamdy – Professional Development Coordinator
- Cynthia Hamlett – Faculty, English and DE Lead
- Kashuanda Harris – Counselor, EOPS
- Illaria Henein – DE Systems Administrator
- Stephanie Lewis – Dean, Math
- Brandice Mello – Instructional Technology Specialist
- Kathryn Weiss – Dean, Letters, Arts & Mathematics
- Margaret Worsley – Faculty, Music and DE Lead
- T.L. Brink – Faculty, Psychology and DE Lead

## **District-wide Applications Work Group (DAWG)**

**Charge:** The purpose of the District Applications WorkGroup (DAWG) is to:

- Provide a communication conduit and working environment.
- Bring and discuss current issues related to District applications and College services, including:
  - New and changing State and Federal Mandates.
  - New and changing College(s)/District policies and procedures.
- Bring stakeholders together to complete tasks and resolve issues related to approved projects and operational tasks.

### **Membership:**

- Andy Chang – Director, Administrative Application Systems (**Chair**)
- Kristi Simonson – CHC Web Developer
- Jason Brady – Sr. Web Developer
- Arlene McGowan – Systems Analyst
- Dianna Jones – Sr. Programmer Analyst
- Esmi Nolasco – Sr. Programmer Analyst
- DyAnn Walter – Systems Analyst
- Mike Tran – Sr. Programmer Analyst
- Joe Ho – Sr. Programmer Analyst
- Delmy Spencer – CHC Vice-President Student Services
- Keith Wurtz – CHC Vice-President Instruction
- Ivan Pena – CHC Dean of Student Equity
- Willie Blackmon – CHC Dean of Student Services
- Joanna Oxendine – SBVC Dean of Research and Planning



- Tenille Norris – SBVC Vice-President Administrative Services
- Marco Cota – SBVC Dean of Student Services
- Christie Gabriel-Millette – SBVC Sr. Researcher
- Maria Rodriguez – SBVC Dean of Student Equity and Success
- Michael Strong – CHC Vice-President Administrative Services
- Veada Benjamin – SBVC Admissions Coordinator
- Steven Silva – SBVC Admissions Evaluator
- Robert McAtee – CHC Counselor
- April Dale-Carter – SBVC Director of Admissions and Records
- Corrina Baber – Data Analyst
- Larry Aycock – CHC Director of Admissions and Records
- Herlinda Molina – SBVC Admissions
- Sophin Im – SBVC Clerk
- Julie Ulloa – SBVC Admissions
- Ailsa Aguilar-Ktibr – SBVC Counselor
- Lidya Alamsyah – Fiscal Services Accountant
- Soutsakhone Xayaphanthong – Interim Director Promise Program
- Noemi Elizalde – Fiscal Services Accountant
- Lawrence Strong – District Director Fiscal Services
- Kristin Flores – CHC Admissions Evaluator
- Kristina Heilgeist – CHC Catalog specialist
- Veronica Lehman – CHC Financial Aid Director
- Elizabeth Lopez – CHC Catalog Specialist
- Kay Dee Yarbrough – SBVC Catalog Specialist
- Patricia Quach – SBVC Dean of the Academic Success and Learning Services Division
- Janice Wilkins – SBVC Counselor
- Michael Aquino – Sr. Programmer Analyst
- Robert Scudder – User Liaison
- Reyna Uribe – CHC Admissions Technician
- Giovanni Sosa – CHC Dean of Institutional Effectiveness, Research, and Planning
- Yancie Carter – SBVC Counselor
- Olivia Rosas – SBVC Interim Vice President Student Services
- Delmy Spencer – CHC Vice-President Student Services
- Christopher Crew – Executive Director Research, Planning & Institutional Effectiveness
- Sharaf Williams – SBVC Director First Year Experience
- Luke Bixler – Chief Technology Officer
- Dina Humble – SBVC Vice-President of Instruction
- Breanna Curry – SBVC Schedule Catalog Specialist

## CHC College Technology Committee

**CHC Charge:** The Technology Planning Committee uses research and evidence to develop and oversee a comprehensive technology plan for the college, identify and troubleshoot technology issues at a strategic level and evaluate technology opportunities.

### **CHC Membership:**

- Aaron Oxendine – CHC Director, Technology Services (**Chair**)
- Nicholas Reichert – Tutoring Coordinator
- Jeff Smith – Dean of Social, Information and Natural Sciences
- Alan Oshiro – Sr. Technology Support Specialist
- Kristi Simonson – Web Developer
- Larry Cook – Director Facilities
- Roger Robles – District Director of Technology Services
- Luke Bixler – Chief Technology Officer
- Rosemarie Hansen – Lab Technician, Anatomy and Physiology
- Cynthia Hamlett – Faculty, English and DE Lead
- Iris Kern-Foster – Assistant Professor of Computer Science
- Michelle Riggs – Director, Marketing & Public Relations
- Krista Ivy – Librarian
- Ericka Paddock – Director, Student Life
- Sandra Ruiz – Adjunct Faculty
- Michelle Ly – Student Representative
- Nikki Baugh – Student Representative
- Ivan Pena – Dean of Student Equity

## **SBVC College Technology Committee**

**SBVC Charge:** Provide the campus with a plan for implementing current technologies. Provide Campus Technology staff with effective training that allows them to meet the technology needs of the campus. Provide our students with current technology resources to help them achieve their educational goals. Make a positive impact in our community. Cultivate partnerships that allow us to continue to serve and benefit our community. Effectively manage technology resources for the campus. Obtain revenue resources to adequately support technology initiatives. Provide universal accessibility to technology resources for constituents.

### **SBVC Membership:**

- Aldo Sifuentes – SBVC Director of Campus Technology Services (**Co-Chair**)
- Rania Hamdy – Associate Professor Coordinator, Professional & Organizational Development (**Co-Chair**)
- Dave Bastedo – Faculty Science
- Mandi Batalo – Faculty Arts & Humanities
- Anna Bojorquez – Assistive Technology Specialist
- Andy Chang – Director, Administrative Application Systems
- Alexander Cruz – Faculty, Automotive Technician
- John Feist – Classified Senate, Technology Support Specialist II
- Jonathan Flaa – Technology Support Specialist II
- Rania Hamdy – Professional and Organizational Development Coordinator
- Ron Hastings – Director of Library and Learning Support Services
- Riase Jakpor – Instructor, Political Science
- Joel Lamore – Instructor, English
- Marie Lopez – Counselor
- Roger Robles – Interim District Director of Technical Services
- Bruce Underwood – Faculty Accounting
- Manny Rosales – Interim Sr. Technology Support Specialist
- Nathan Yearyea – Technology Support Specialist II

## **TESS Management Team**

### **Membership:**

- Vacant – Director ATPC
- Luke Bixler – Chief Technology Officer
- Andy Chang – Director, Administrative Applications Systems
- Aldo Sifuentes – SBVC Director of Campus Technology Services
- Anna Mendez – Supervisor Printing Services
- Vacant – CHC Director, Technology Services
- Vacant – Director Security and User Services
- Roger Robles – District Director of Technical Services
- Yvette Tram – Business Systems Administrator

## APPENDIX:

### Revision History:

Date	Event
August 24, 2023	Initial draft
September 6, 2023	Added additional strategies based on input from committees
October 12, 2023	Added Revision History to track changes
November 16, 2023	Updated committee membership based on input from committees
March 26, 2024	Updated committee membership for the Institutional Effectiveness Advisory Committee
March 29, 2024	Updated graphics and applied new design to the document
May 2, 2024	Updated document with minor edits, punctuation, and formatting



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