|  |  |  |
| --- | --- | --- |
| **Distributed Education and Technology Services Executive Committee** | **12-04-2009 Minutes**  **2:00 to 4:00**  **Room 104 PDC** | |
| **TOPIC** | **DISCUSSION** | **FURTHER ACTION** |
| District Technology Strategic Plan | The entire meeting centered around the District Technology Strategic Plan. Member broke into small groups to discuss:   * The purpose and value of the plan; * The characteristics of a good plan; * Components of the plan; * Relationship of the plan to other planning documents in the District; * The difference in scope from the college Technology Plans; * What gives the plan focus and alignment; * Strengths; * Weaknesses; * Core values; * Challenges; * And the ideal IT environment.   The thoughts of the group were collected and will form the basis for the strategic portion of the plan. | Glen will compile the thoughts of the group and send it to the committee for review. Once approved, Glen will draft the first sections of the document and then ask the four DETS committees to develop goals and objectives from their committee’s perspective. Those goals and objectives will be sent the DETS Executive Committee for review. Once approved, Glen will develop a final draft of the plan for review. |
| Next Meeting | Work will be done via email until the technology committees complete their work on goals and objectives. Next actual meeting TBD. |  |

|  |  |  |
| --- | --- | --- |
| **Question 1: Purpose/Value:** Why are we even bothering to develop a technology plan? What does it do for us? What is its value? | | |
| **Comments from Brainstorm** | **Themes** | **Existing Verbiage** |
| 1. Required to meet accreditation 2. Integration 3. Going paperless 4. Times, they are a changin’ 5. Simplification (Automation) 6. Teleconferences 7. Provide vision/direction for common information 8. Align with overarching District goals and with technical plans at the site level 9. Streamlining District’s operations and processes and data storage 10. Intelligence for budgeting and fiscal oversight 11. Look to and position us for the future 12. Develop and focus us on our priorities 13. Efficiency – people are more productive 14. Ease of access to and control of data 15. Data available for quality decision making 16. Ensures technology supports the strategic direction of the district 17. Allows us to plan ahead for infrastructure and expenses (by including the district and both colleges, we can look for opportunities to collaborate, share expenses, and create uniform standards and platforms). 18. Allow us to problem solve together and avoid duplication of effort and incompatible programs. 19. It helps in prioritizing our needs and wants 20. It forces us to look at where we want to go with our instructional future 21. It helps us to do budget planning | Accreditation –   * #1 | The purpose of information technology (IT) strategic planning is to align the use of technology with the Governing Board Imperatives and District IT Directives in a continuous two-way alliance. This alignment is articulated in the form of a vision and mission statement, guiding principles, priority of goals and support strategies. The information technology plan seeks to provide guidelines and a management strategy within the context of changing internal and external environments, while it sets the philosophy and direction for the use of information technology within the district. |
| Integration (move away from silo/intelligence)   * #2, 10, 18 |
| Currency (Keeping Up-to-date, Paperless)   * #3, 4, 6 | **Observations/Notes/Comments** |
| Rather than writing this section in paragraph form, as it was originally, it is recommended we write it in bullet form to make it easier to change and modify over time. The proposed verbiage below is an attempt to capture all of the themes pulled from the comments raised during the brainstorming session. |
| Efficiency (automation, streamlining, standards)   * #5, 6, 9, 13, 18 |
| Planning (Vision/Direction/Alignment/Focus/Budgeting/Prioritization)   * #7, 8, 10, 11, 12, 15, 16, 17, 18, 19, 20, 21 | **Proposed Verbiage** |
| The purpose of the Information Technology Strategic Plan (ITSP) 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; * Ensure ongoing focus and two-way alignment with the Educational Master Plans of the Colleges, the District Strategic Plan, Board Imperatives, and other guiding plans and processes; * Provide a guiding framework for site-level planning and expenditure; * Enable all District entities to effectively utilize data in decision making processes through the meaningful integration of disparate information systems and training; * Provide the technology necessary to enable college and District entities to respond to federal, state, and local accreditation, licensing, and reporting requirements; * Maintain technological currency through the ongoing review of effective practices, emerging technologies, and the provision of training to technical staff and end-users; * Encourage regular review of business practices, technologies, and strategies to find new and innovative ways to enhance operational efficiencies; * Maximize the value of the dollar in procuring new technologies and ensuring a Total Cost of Ownership (TCO) model is followed. |
| Data (decision making, access, availability, control)   * #14, 15, 21 |
| **Question 2: Characteristics of a Good Plan:** What are the characteristics of a good strategic plan? | | |
| **Comments from Brainstorm** | **Themes** | **Existing Verbiage** |
| 1. Inclusive 2. Accessible 3. Transparent 4. Adaptable 5. Long-term plan (3-5 years) 6. Address needs of next 3-5 years 7. Strategies 8. Goals/Objectives 9. Achievable 10. Guiding principles 11. Inclusiveness 12. Future oriented 13. Achievable, but stretched 14. Identify SWOT 15. What business are we in, who are our customers? 16. Plan for the future 17. Where are we today – going tomorrow? 18. Mission 19. Purpose 20. Thorough 21. Clearly defined goals 22. Measurable and attainable objectives 23. Responsible positions 24. Time bound 25. Stakeholders 26. Finances linked with resources 27. Clearly written strategic directions, goals, objectives, and action plans. 28. Should include hardware, software, training goals, and any related organizational/structural issues. 29. Provides a vision for the future 30. Outlines a process 31. Forces one to think beyond the moment 32. Has a built-in process for assessment | Inclusive   * #1, 11, 15, 25, 28, | None |
| Accessible   * #2 |
| Transparent   * #3 |
| Adaptable   * #4 | **Observations/Notes/Comments** |
| This section does not currently exist.  The intent here is to have some collectively agreed to criteria for which we can evaluate the Technology plan. |
| Long-Term   * #5, 6, 16, 17, 31 |
| Strategic (Mission, Purpose, Goals, Objectives, Guiding Principles, Future Oriented)   * #7, 8, 10, 12, 15, 16, 17, 18, 19, 21, 27, 29, 30, 31 | **Proposed Verbiage** |
| In order for this plan to be effective and of value to SBCCD and its colleges, we believe:   * The DTSP should invite and encourage input from all stakeholders and is representative of all areas of the District, Colleges, and the communities we serve; * The DTSP should be placed where stakeholders can readily have access to it; * The DTSP planning process should be clearly articulated and publicly known. The content should only reflect the needs and issues raised during the planning processes and any changes should be communicated and ratified by the planning committee; * The DTSP should accommodate the changes in the needs of the District, Colleges, and the communities we serve as reflected by changes in other District plans, Board Imperatives, accreditation and licensing requirements, and technology overall; * The DTSP should have a 3-5 year focus and be guided by our collectively defined vision, mission, purpose, goals, objectives, and guiding principles; * The DTSP’s objectives should be quantifiable and realistic. Each objective should have a direct link to financial requirements; * The DTSP should identifies our Strengths, Weaknesses, Opportunities, and Threats; * Progress towards meeting planned goals should be examined annually as part of a cyclical review process; * The entire DTSP process should be evaluated with each three year cycle; |
| Measureable and Attainable (Linked to Finances, Thorough)   * #9,13, 22, 23, 24, 26, 32 |
| Identifies SWOT   * #14 |
| **Question 3: Content:** What should be included in the IT Plan? | | |
| **Comments from Brainstorm** | **Themes** | **Existing Verbiage** |
| 1. Vision – Discussion to District Strategic Plan 2. Provisions for technology updates and replacements 3. Individual site plans 4. Process for evaluating current stuff (myspace) 5. Master planning for infrastructure (fiber, new buildings) 6. Addresses program needs (global academic, fiscal, etc.) 7. Assessment of technology 8. Identify capital (# computers, licenses, where, how old, applications, etc.) 9. Environmental Scan – What do customers want? 10. Scheduled asset replacement plan 11. Budget 12. List of large projects – hardware, software, interconnectivity 13. Staffing and training plans 14. Support plans 15. Personnel to support district/college technology 16. Replacement schedules (hardware/software) 17. Decision making process 18. Security 19. Audiences are considered in goals/resources 20. Hardware, software, training goals, and any related organizational/structural issues. 21. Goals, objectives, activities, and priorities linked to needs and wants identified by college and District | Vision (Goals, Activities, Priorities linked to College and District Needs)   * #1, 21 | * Overview * Purpose * Alignment * Timeframe * Vision Statement * Mission Statement * Guiding Principles * Priority Goals * Governing Board Imperatives * District IT Directives |
| Technology Updates and Refresh (Budget)   * #2, 7, 8, 10, 11, 16, 20 |
| Campus/Supporting Plans   * #3, 14 |
| Innovation (Evaluating new technologies)   * #4 | **Observations/Notes/Comments** |
| All items under “Themes” are addressed in the plan. They may not be bulleted as major sections, but rather incorporated into the goals or supporting documents |
| Master Planning for Infrastructure and Major Projects   * #5, 12 |
| Programmatic Needs   * #6 |
| Needs Assessment   * #9, 19 | **Proposed Verbiage** |
| * Overview * Background * Purpose * Alignment * Timeframe * Vision Statement * Mission Statement * Guiding Principles * Priority Goals * Strengths * Weaknesses * Challenges * Objectives, Activities, and Measurement Strategies * Appendix: Governing Board Imperatives, other plans, organizational structure, governance structure |
| Staffing /Training Needs/Plans   * #13, 15, 20 |
| Decision Making Process/Governance   * #17, 20 |
| Security   * #18 |
| **Question 4: Relationship:** How is this plan supposed to relate to the other planning documents? | | |
| **Comments from Brainstorm** | **Themes** | **Existing Verbiage** |
| 1. Supports the site plans 2. Macro    1. Infrastructure    2. Enterprise wide    3. Work with state 3. College is micro    1. Internal    2. Instructional focus    3. Local focus    4. Community 4. Over arching plan 5. District connects to the world 6. Plan and distribute resources/infrastructure 7. District plan integrates with college plans 8. District plan looks to the future for district 9. Colleges look to the future from the standpoint of the learning environment 10. It should align with all of the plans listed. 11. Its goals and priorities should look for ways to support the efforts in other plans (likewise, the work required to implement the Tech Plan needs to be considered when setting goals for other plans).  For example, the implementation of ERIS will require time and effort at the colleges; upgrades to Datatel require the same.  So, the college need to know and plan for the work it will take to support new technology. | Supports and integrates with other plans   * #1, 6, 7, 10, 11 | None |
| Big Picture (Macro)   * #2, 3, 4, 5, 8, 9 | **Observations/Notes/Comments** |
|  |
| **Proposed Verbiage** |
| The District Technology Strategic plan represents a macro view of the District’s technology needs. Its scope includes:   * a long range view that anticipates the emerging technological needs of the Colleges and District entities; * an understanding and accommodation for federal, state, and local requirements; * anticipating and providing for the technological needs necessary to enable other planning documents at the District and College level to succeed; * a continuous two-way alliance with the college technology requirements to support instruction and student-focused services; * forecasting a budget necessary to accomplish the goals and objectives of the plan. |
| **Question 5: Scope:** How does the District-wide Technology Plan differ from the college IT Plans? What are their scopes? | | |
| **Comments from Brainstorm** | **Themes** | **Existing Verbiage** |
| 1. Things that are shared – not attributed to a college 2. Differ in needs – resources, end-users 3. Scope is to address each location according to its specific needs 4. It should address shared hardware and software that will impact both colleges. | Central, Overarching, Impacts and Supports All Sites (Macro)   * #1, 2, 4 | None |
| College specific needs (Micro)   * #2, 3 | **Observations/Notes/Comments** |
| To a large degree, this is addressed in #4. Unless the committee feels otherwise, I think we are okay omitting this one. |
| **Proposed Verbiage** |
|  |
| **Question 6: Drivers:** What gives our plan focus? What do we align it to? How do we know what we are supposed to be working towards? | | |
| **Comments from Brainstorm** | **Themes** | **Existing Verbiage** |
| 1. District Strategic Plan 2. Campus Technology Plans 3. Existing District Technology Plan 4. Community Needs 5. Technology Trends 6. Understanding marketing intelligence/data 7. Teaching/learning modalities/technologies (myspace, facebook) 8. Focus: Current, Innovative 9. Align: other plans, goals 10. Needs: identification of colleges/district needs 11. Other strategic planning efforts 12. Critical needs 13. Budget 14. Lower DETS Committees 15. Departments dependent on technology 16. State/federal government relations 17. Accreditation 18. Technological developments 19. Working towards currency 20. It should be a combination of college needs balanced by IT’s expertise in new opportunities.  I would expect IT folks to advise the colleges on cost-effective ways to satisfy their needs. | Other Strategic Plans and Planning Efforts   * #1, 2, 3, 9, 11 | Chancellor Averill supported the approach of the college IT plans being aligned with the individual colleges’ institutional goals, with the district’s mission, and the recently developed SBCCD Planning Imperatives. The District has adopted the planning imperatives to ensure high quality programs and services for the communities served.  San Bernardino Community College District is responsible for planning to meet the continuously changing needs and incredible growth of the Inland Empire and workforce through their unrelenting pursuit to provide accessible and affordable education for all. |
| College, Community, Constituency Needs   * #4, 6, 10, 12, 15, 20 |
| Innovation/Emerging Technologies   * #5, 6, 7, 8, 18, 19, 20 | **Observations/Notes/Comments** |
|  |
| Budget   * #13, 20 |
| Local, State, Federal, and Accreditation Requirements/Directives   * #16, 17 | **Proposed Verbiage** |
| The Distributed Education and Technology Services governance committees align the Information Technology Strategic Plan with the Board Imperatives, District Strategic Plan, and Educational Master Plans and Technology Plans of the Colleges. This process includes the anticipation and adoption of emerging and innovative technologies that position the District, Colleges, and our communities for future growth and success.  The process must also ensure the District factors in the Total Cost of Ownership (TCO) of new technologies and that it is in compliance with federal, state, local, and accreditation requirements.  *“The current budget crisis helps to define the focus of this MP as it gives us the opportunity to use technology as a tool for efficiency and a potential source for savings.” While this is an excellent point, I don’t know if it fits…. Thoughts?* |
| Governance (DETS Committees)   * #14 |
| **Question 7: Strengths:** What are our strengths as it pertains to technology? | | |
| **Comments from Brainstorm** | **Themes** | **Existing Verbiage** |
| 1. Connectivity 2. Current Plans 3. Governance Structure 4. Grant Funding 5. Staff 6. Edustream 7. Leadership 8. Credibility 9. Innovation 10. Video on Demand | Connectivity   * #1 | None |
| Current Plans   * #2 |
| Governance (Leadership, Credibility)   * #3, 7, 8 | **Observations/Notes/Comments** |
|  |
| Grants   * #4 |
| Staff   * #5 | **Proposed Verbiage** |
| The strengths of SBCCD in the area of technology includes:   * ~~SBCCD is one of the few colleges in the state to provide 1 gigabyte of bandwidth to end-users;~~ * SBCCD is one of the few colleges in the state to have 1 gigabyte of bandwidth; * SBCCD has maintained currency in both the District and College IT; * SBCCD has implemented a new IT governance model that ensures input from all stakeholders and enables the colleges to have a greater role in establishing the technology priorities of the District. * SBCCD has been successful in securing many grants to support technology, including two Title V grants, a CCC State grant, and numerous nanotechnology grants. * ~~SBCCD has recently brought all IT services back in-house and is now fully staffed with quality District employees.~~ * With the exception of the Help Desk, SBCCD has recently brought all IT services back in-house and is now fully staffed with quality District employees. * SBCCD has developed EduStream and hosts a full digital repository for all California Community Colleges for which it has received numerous awards and grants. * For the first time in 20 years, SBCCD IT is now managed by District employed managers. These positions include two Campus Directors of IT, a District Technical Director, the Director of District Computing Services, and the Executive Director of Distributed Education and Technology Services. * The SBCCD IT areas of the District and colleges have a solid rapport and confidence with the stakeholders of the District. * ~~The SBCCD IT areas of the District and colleges have partner well with end-users and stakeholders in developing and rolling out new and innovative projects and services.~~ |
| Edustream   * #6, 10 |
| Innovation   * #9 |
| **Question 8: Weaknesses:** What are our weaknesses as it pertains to technology? | | |
| **Comments from Brainstorm** | **Themes** | **Existing Verbiage** |
| 1. Budget 2. Lack of integration/silos 3. Accuracy 4. Training 5. Security 6. Community Relations 7. Standards/policy 8. # of Projects 9. Old infrastructure 10. Policy changes at universities 11. Response to external changes 12. Staffing 13. Custom programs 14. Currency of resources 15. Lack of TCO model 16. Obsolescence plan 17. Lack of communication and consistency 18. Takes too long to get projects done | Budget   * #1, 13, 15 | None |
| Silos/Lack of Integration   * #2 |
| Accuracy of Data   * #3 |
| **Observations/Notes/Comments** |
| Availability of Training   * #4 |  |
| Security   * #5 |
| **Proposed Verbiage** |
| Community Relations   * #6, 17, 18 | The weaknesses of SBCCD in the area of technology includes:   * SBCCD’s technology has lacked sufficient, sustainable funding sources to keep up with the needs of the District and Colleges; * Many of the SBCCD’s core systems work independently of one another. The lack of integration between systems hinders processes and services and leads to duplication of effort; * SBCCD’s technology lacks integration between data sources which hinders ready access to data and raises questions about the reliability of such data; * SBCCD lacks well structured training programs and services for many of the technology services and applications of the District; * SBCCD lacks well documented IT security practices and standards. * SBCCD IT needs to enhance its communications and overall relations with the Colleges and other District entities; * SBCCD has minimal documentation of technology standards and procedures; * SBCCD has a backlog of projects which need to be prioritized and addressed; * SBCCD’s core technology infrastructure has become dated and requires modernization; * SBCCD has been slow or unable to keep pace with the ever changing landscape of technology; * SBCCD IT’s staffing levels have not kept pace with the tremendous growth in the number and variety of applications and services employed by the District and Colleges; * SBCCD has over-customized many applications which has lead to challenges in keeping pace with updates and patches. |
| Standards (Policies, procedures)   * #7, 16 |
| Outstanding projects   * #8, 18 |
| Dated Infrastructure/Resources   * #9, 14, 15, 16, 18 |
| Ability to Adapt to External changes   * #10, 11 |
| Adequacy of Staff   * #12, 18 |
| Over Customization   * #13, 18 |
| **Question 9: Values as a District:** When all is said and done, what is important to us? What are our core values? | | |
| **Comments from Brainstorm** | **Themes** | **Existing Verbiage** |
| 1. Students first 2. Efficiency 3. Integration 4. Accuracy of Data 5. Community Engagement 6. Workplace Quality 7. Responsiveness 8. Inclusiveness 9. Excellence 10. Innovation 11. Relevance 12. Student success 13. Community value 14. Collegiality 15. Student learning and success… 16. Reliability (hardware/data) 17. Personnel trained in use of technology | Student Learning and Success First   * #1, 12 | * Information technology supports and promotes student learning by providing ready access to the learning environment independent of time, space, or student financial constraints. * Electronic communication encourages openness and promotes accessibility to information and the learning environment. * Information literacy is necessary for SBCCD to be a learning organization. * SBCCD technology facilitates faculty and staff professional development and assists employees to maximize their effectiveness. * SBCCD technology currency and standards are equal to those in the business community. * SBCCD ensures privacy and security of information within its technology systems. * SBCCD use of technology enables accurate and timely access to information for effective decision-making. * SBCCD use of information technology enhances and improves efficiency. * SBCCD facilitates the use of technology so that the colleges may deliver instruction efficiently and effectively. * It is advantageous to provide certain information technology support services from the shared district-wide services, e.g. District Computing Services and KVCR-TV/FM. * Information technology enables all SBCCD employees to work together in order to make the district the educational leader of the region. |
| Efficiency   * #2 |
| Integration   * #3 |
| Valid and Reliable Infrastructure/Data   * #4, 16 |
| Community Engagement (Responsive, Inclusive, Relevance)   * #5, 7, 8, 11, 13 |
| Excellence   * #9 | **Observations/Notes/Comments** |
|  |
| Innovation   * #10 |
| **Proposed Verbiage** |
| Workplace Quality, Community Value (Collegiality)   * #6, 13, 14 | In the context of our organizational values, Distributive Education and Technology Services (DETS) strives to provide the appropriate support by following these principles:   * Our first priority is in ensuring and facilitating student learning and success from pre-enrollment to graduation; * Technology facilitates faculty and staff professional development and assists employees to maximize their effectiveness. * Administrative applications will be able to communicate seamlessly, enabling real time exchange of reliable data between systems; * SBCCD’s systems provide a stable infrastructure and ready access to valid/reliable data; * Technologies are responsive, inclusive, and relevant to the communities we serve and collaborate with; * SBCCD strives for excellence in the services it provides and the technologies it deploys and maintains; * SBCCD encourages the pursuit and adoption of innovative practices and technologies that enhance services to its stakeholders; * SBCCD provides value, effective communication, and excellent service to the colleges and District entities; * Technology facilitates faculty and staff professional development and assists employees to maximize their effectiveness. |
| Training of Personnel   * #17 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Question 10: Challenges:** What major challenges do we foresee over the next 1-3 years? How will technology help us to address those challenges? | | | |
| **Comments from Brainstorm** | | **Themes** | **Existing Verbiage** |
| 1. Budget 2. Staff Reductions 3. Increased Class Sizes 4. Currency in Technology 5. Cooperation/Collaboration 6. Security 7. Staff development 8. Expectations of Staff and Students 9. Increased User Demand 10. Conversions (systems change) 11. Getting systems to talk to one another 12. Implementing software solutions that will address accreditation concerns 13. Providing online services 14. Dealing with upgrades 15. Managing limited resources 16. Encouraging creativity 17. Providing up-to-date equipment in the classroom and online. | | Budget   * #1, 2, 15 | None |
| Staff (reductions, development)   * #2, 7, 15 |
| Increase class sizes   * #3, 9, 15 |
| Technological currency (online services, creativity)   * #4, 8, 9, 13, 15, 16, 17 | **Observations/Notes/Comments** |
|  |
| Constituency cooperation/collaboration/expectations   * #5, 8, 9, 15 |
| Security   * #6, 15 |
| Streamlining systems (upgrades)   * #10, 11, 14, 15, 17 | **Proposed Verbiage** |
| SBCCD foresees many challenging years ahead. We believe that anticipating these challenges will better prepare us to more effectively maintain and prioritize projects and services to our faculty, students, and service areas. The challenges we anticipate include:   * Significant fiscal challenges over the next 2-3 years due to state budget cuts; * Serving more with fewer staff and the need for staff development to bring employees with new responsibilities and new hires up to necessary competence levels; * Increasing demands on core systems as we address increasing class sizes; * Remaining technologically current, despite budget cuts, and finding innovative ways to serve more with less; * Finding effective ways of collaborating with, serving, and meeting the expectations of end-users and other stakeholders; * Ensuring the security and integrity of all information systems while improving access; * Modernizing our infrastructure and accommodating for emerging technologies that will enable us to streamline applications and business processes; * Anticipating and implementing systems that will enable it address federal, state, local, and accreditation requirements. |
| Implementing Systems for Compliance (Local, State, Federal, and Accreditation Requirements   * #12, 15 |
| **Question 11: Ideal Environment:** How would you describe the ideal IT environment? What do we want to become? | | |
| **Comments from Brainstorm** | **Themes** | **Existing Verbiage** |
| 1. Partner with other colleges 2. Move systems in-house from county schools 3. System consolidation 4. Able to address staff reductions through   Monitoring, automation, and efficiency/productivity.   1. Provide, expand, and/or enhance services such as:   Online classes and services, automated scheduling, leverage KVCR, grading tools, faculty tools, learning resources, student support.   1. Currency in technologies such as:   Cell phones/mobile devices; System Management software; Electronic books; Innovation; Reward currency   1. Find innovative ways to facilitate cooperation/collaboration such as:   Online meetings, Online training, Work with other Districts, Post best practices, Document sharing, Better reporting, Define standards for communications software   1. Provide a secure environment though the appropriate use of:   Encryption, Firewalls, Control access, Training, Auditing software, Access control software   1. Enhance/Provide staff development through   Online and Desktop training, Scheduling training, Onsite/offsite, Conventions/conferences   1. Be able to address the expectations of Staff and Students via   Electronic surveys, Evaluate course management systems, Helpdesks, Provide access to network, Currency of infrastructure   1. Meet Increased User Demand 2. Support new and old systems during conversions (system changes), ensuring backwards compatibility and investing in technology standards. 3. Systems talk to one another 4. Implementing software solutions that will address accreditation concerns 5. Encouraging creativity 6. Providing up-to-date equipment in the classroom and online. | Collaboration/Communication/Partnerships   * #1, 7 | None |
| Streamline/Link/Move Away From Silos   * #2, 3, 4, 13 |
| Efficient/productive   * #4, 14 |
| Provide, Expand, and Enhanced Services (maintaining forward/backward compatibility)   * #5, 11, 12 | **Observations/Notes/Comments** |
|  |
| Technologically Current   * #6, 11, 12, 14, 15, 16 |
| Security   * #8 |
| Staff Development (Creativity)   * #9, 15 | **Proposed Verbiage** |
| SBCCD believes in and promotes a culture of learning and innovation. We are committed to:   * Implementing technology that will enable and enhance collaboration, communication, and partnerships within the District, with federal, state, local, and community partners; * Integrating our administrative applications to communicate seamlessly, enabling real time exchange of reliable data between systems; * Providing information systems that expand and enhance services while maintaining forward and backward compatibility; * Providing our students, faculty, and staff with an environment that is technologically current; * Ensuring the privacy and security of information within our technology systems * Facilitating faculty and staff professional development and assisting employees to maximize their effectiveness; * Utilizing program review as a means of anticipating, expanding, and refining systems and services to address user expectations. |
| Ability to Address Community Expectations   * #10, 11, 12, 14 |
| Access to Data to Address Local, State, Federal, and Accreditation Requirements   * #14 |

|  |
| --- |
| **FEEDBACK:** |
| **Feedback from Tech Plan Alignment Document** |
| **Question #1**   * Provide a guiding framework for site-level planning and expenditure (sort of says this in bullet #2)   **Question #2**   * The DTSP should be reviewed and updated annually * Progress toward meeting planned goals should be closely examined in a cyclical program review process (something like this---there definitely has to be an evaluative process that occurs on some clearly defined cycle.) * Should we include an evaluation component?  We say it has a 3 to 5 year focus, but we don’t say how we are evaluating it to keep it current. * Regular communication to users or executives regarding how key/specific projects are linked to the objectives of the strategic plan   **Question #3**   * Do we need to state objectives, activities, and measurement strategies?  I’m not sure what level of detail this plan requires.   **Question #4**   * Should the MP have a budget forecasting component to go along with our 3-5 year look ahead?   **Question #5**   * Omit (concur) * Should we list some examples of how the College plans differ from the District MP?   **Question #6**   * The current budget crisis helps to define the focus of this MP as it gives us the opportunity to use technology as a tool for efficiency and a potential source for savings.   **Question #7**   * These are not true! Many areas are still at 100mb and Helpdesk services are still outside. * *SBCCD is one of the few colleges in the state to provide 1 gigabyte of bandwidth to end-users;* * *SBCCD has recently brought all IT services back in-house and is now fully staffed with quality District employees.* * I think this point might be over-stated. In the minds of many of the people I encounter here at SBVC, there is a level of stability (goes hand-in-hand with trust and understanding) that has been absent for so long with the continual ins and outs (and accompanying promises) of SunGard staffers. I sense that there is definitely optimism with the new arrangement/regime, but I don’t see the evidence to stand behind this statement……..yet. * *The SBCCD IT areas of the District and colleges have partnered well with end-users and stakeholders in developing and rolling out new and innovative projects and services.*   **Question #8**   * Just a typo—you have “strengths” of SBCCD instead of “weaknesses.”   **Question #9**   * I might like to suggest that “Students First” includes prospective students. Before they became 1 of our 20,000 or so students, they were prospective students. For the DETS Technology Plan, I think that means that we have to consider student needs when it comes to access here and not just current students. From ADA compliance to easy steps to apply/register to ease of navigation for information, all of these items should be part of putting students first. Make sense? * Based on the notes [above], what if: * *Our first priority is in ensuring and facilitating student learning and success;* was changed to: *Our first priority is in ensuring and facilitating student learning and success from pre-enrollment to graduation.*   **Question #10**   * Edit the item below to add: “Staff development for existing employees with new responsibilities” * *Serving more with fewer staff and the need for staff development to bring several new hires up to necessary competence levels;* |