# District Technology Goals

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| Goal 1: Develop policies, communication tools, and training requiring all district materials meets accessibility requirements. | | | | | |
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| SUPPORTING STRATEGIES | RESPONSIBLE  PARTIES | FY  14 - 15 | FY  15 - 16 | FY  16 -  17 | PROGRESS/  ACCOMPLISHMENTS |
| 1.1 Develop procurement policy and procedures. | Business Services,  DSPS | X |  |  | DE Department Project Goals: Goals are to draft policy language, develop and communicate guidelines for making digital material accessible for online delivery, and to document internal and external workflow processes for using accessibility resources. The project will also identify and develop additional district training necessary for staff and faculty.   * 1. Currently Rhiannon is in the research phase related to this project. She is working with the Statewide OEI initiative as an accessibility reviewer. In this role she is reviewing online course for accessibility issues and compiling State resources on policy and guideline language and tools that can be adapted for district use. Rhiannon is drafting guideline language for accessibility responsibilities for staff/faculty and IT based on similar institutional and state models (Portland Community College and High Tech Center Training Unit).   2. For Spring 2016 DE will offer two campus based workshops that will have content about accessibility:      1. 1.5 hour, campus-based workshop titled “Making Digital Content Accessible” to both colleges and the District. Description: Don’t be intimated by the process of creating ADA compliant material. Bring a document and learn how easy it is to create an accessible word and PDF file. We’ll look at how to use Word Styles. Also learn how to use Camtasia Relay and Office Mix to record your desktop and voice to create an accessible video you can share with your learner.      2. 1 hour, campus-based workshop titled “Copyright and Fair Use in a Digital World” Description: Learn about the legal, social, and ethical issues to consider when delivering content online including recent changes to the copyright law and fair use of digital content; student privacy; accessibility; and alternate resources for media content. |
| 1.2 Leverage State Chancellor’s Office Services (e.g. High Tech Training Unit, Alternate Text Production Center, etc.). | Professional Development, DSPS | X | X | X |
| 1.3 Audit accessibility and compatibility of technologies. | DSPS | X | X | X |
| 1.4 Assure compatibility in all technology procurements. | TESS Managers | X | X | X |
| 1.5 Market and create awareness of what is available (e.g. services to faculty and students). | Distance Education, Professional Development | X |  |  |
| 1.6 Develop procedures and processes for accommodation requests. | TESS Managers, DSPS | X |  |  |
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| Goal 2: Work closely with colleges and other district entities to cohesively maintain and support multiple forms and methods of communication (e.g. web, emergency phones, early alert, district/campus information, committee minutes, budget and planning, etc.). | | | | | | | | | | | | | |
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| SUPPORTING STRATEGIES | | | | | RESPONSIBLE  PARTIES | | FY  14 - 15 | | FY  15 - 16 | | FY  16 -  17 | | PROGRESS/  ACCOMPLISHMENTS | |
| 2.1 Develop communications plan to include/consider emergency communication plan. | | | | | | District Police, Marketing,  Web Standards Committee, Administrative Services | | X | |  | |  | | The state-wide technology center is rolling out a new tool called Starfish Early Alert. TESS is actively helping both colleges implement this tool that also includes functions such as student education plans and degree audit. The Early Alert tool’s primary functionality is to help faculty identify at-risk students and then get those students help through their support network on campus. That support network can be made up of counselors, instructional faculty and specialty services such as EOPS and DSPS.  Blackboard Connect has been a communication methodology that used to be reserved for emergencies. Through BB Connect, text messages and phone calls were sent out to students and staff regarding such emergencies. Now TESS is working with the Colleges to expand BB Connects reach to other student populations that need outreach or extra communication. These can include students who have registered but never enrolled and students who are close to graduating and need that extra push to get over the hump.  At their January meeting, the Board of Trustees approved a new ERP system which will finally remove the District silos and move us towards an integrated environment. This integrated environment will facilitate real-time access to information for employees, customized reports, paperless routing processes, automating communications, and more. | |
| 2.2 Training that considers Clery Act and safety on all systems (e.g. Early Alert, Informacast, Facebook, Blackboard Connect, web communications, marquees, etc). | | | | | | District Police, Marketing,  Web Standards Committee, Administrative Services | | X | | X | | X | |
| 2.3 Perform regular testing of communication systems. | | | | | | Technical Director | | X | | X | | X | |
| 2.4 Develop and perform annual review of communication processes. | | | | | | TESS Executive Committee | | X | | X | | X | |
| 2.5 Develop process of triaging requests for information. | | | | | | Marketing | | X | |  | |  | |
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| Goal 3: Work with collegial consultation groups to ensure broad input on decisions regarding the adoption and implementation of applications and technologies. | | | | | | | | | | | | |
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| 3.1 Encourage TESS Executive Committee members to communicate out. | Associate Vice Chancellor of TESS | | | | X | | X | | X | | The primary collegial consultation group for discussion around major project implementations is the TESS Executive Committee, however, there are several sub-TESS Committees that ensure consultation occurs with constituencies closest to the actual products.  For example, the Distance Education Coordination Council (DECC) is the primary forum for discussion around the selection of distance education related software. This committee, in turn, works closely with the college’s DE committees. The forum for Colleague/Ellucian/Datatel related programmatic changes, is the District Applications Work Group (DAWG), and so forth. Aside from regularly scheduled meetings of the TESS Executive Committee and its sub-committees, presentations and meetings are scheduled as needed with impacted and interested constituents. |
| 3.2 Maintain and update as necessary existing communication strategies. | Associate Vice Chancellor of TESS | | | | X | | X | | X | |
| 3.3 Capitalize on existing marketing venues. | Associate Vice Chancellor of TESS | | | | X | | X | | X | |
| 3.4 Conduct presentations to major constituency groups. | Associate Vice Chancellor of TESS | | | | X | | X | | X | |
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| Goal 4: Explore options to fund and sustain instructional technology initiatives. | | | | | | | | | | | | | |
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| SUPPORTING STRATEGIES | | | RESPONSIBLE  PARTIES | | FY  14 - 15 | | FY  15 - 16 | | FY  16 -  17 | | PROGRESS/  ACCOMPLISHMENTS | | |
| 4.1 Review approaches (e.g. grants, technology fees, and other strategies). | | | College Technology Directors | | X | | X | | X | | Over the past two years, the State Chancellor’s Office has been providing district’s with funding in the form of block grants. These grants have specific requirements, but in general can be used to fund new technologies and some licenses. TESS has been working with fiscal services to move as much licenses off of general funds and to the block grants, as possible. We are currently waiting to hear if additional block funds will be made available this year. TESS also actively reviews any new state initiative to assess the possibility of leveraging resources in favor of the District. Examples include: Institutional Effectiveness Program Initiative (IEPI); Online Education Initiative (OEI), indirect costs from the Alternative Text Production Center (ATPC). | | |
| 4.2 Evaluate permissible use of funds from technology fees. | | | Associate Vice Chancellor of TESS | | X | |  | |  | |
| 4.3 Develop acceptable policy and process for use of technology fees. | | | TESS Managers | |  | | X | |  | |
| Goal 5: Implement mobile technologies that facilitate access and interaction with campus and district resources. | | | | | | | | | | | | | | |
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| 5.1 Identify the purpose of mobile presence.  a. Mobile demographics – what is being used and is needed by users (faculty, staff, students) | | | | | TESS Executive Committee, Web Standards Committee | | X | | X | |  | | To increase recruitment opportunities, the HR department aims to produce an interactive recruitment package that will enable prospective and current employees to access district information and resources. The aim of the project is to make the recruitment package accessible mobile devices. The DE department will focus on helping to create the content for the package and developing the interactive elements.   1. Trelisa has worked with the HR department to develop scripts (new hire script and prospective employee script) for both college Presidents and the Chancellor to present via video. CHC President has already been filmed by Trelisa and VC President and Chancellor are scheduled for early part of the spring semester. 2. A working prototype of the full mobile app will be available for review by HR and colleges as soon as the multimedia elements (audio/video) are finished. The goal is to have the working prototype by mid-spring.   The SBVC and CHC mobile app has been launched and available to the public since prior to summer 2015. We have had hundreds of downloads at both colleges and student issues with the mobile apps have been next to nothing. With the mobile app, students have real time access to their grades, their class schedules as well as the ability to register for classes via their mobile devices.  The move to the cloud effort continues and with that move, the mobile app will receive free updates as Ellucian updates the software with new features and content. We currently do not have that ability to update our app as Ellucian updates theirs but we will in the future once we move our Colleague environment to the cloud  We also plan to use the mobile app as a method of communicating to our students. The PIO’s of each college has expressed interest in using the mobile apps notification ability to send messages such as campus events, newly opened or closed sections and other vital information students should know. TESS is currently working with the 2 PIO’s to get the access to the mobile application interface as well as train them on how to send the notifications. | |
| 5.2 Procure 3rd party products that meet user needs. | | | | | TESS Executive Committee, Web Standards Committee | | X | | X | | X | |
| 5.3 Test, train, support, and market. | | | | | Professional Development, Web Standards Committee, Marketing | | X | | X | | X | |
| 5.4 Conduct regular ongoing reviews to ensure alignment with user needs. | | | | | Web Standards Committee | | X | | X | | X | |
| 5.5 Develop acceptable use policy. | | | | | TESS Executive Committee, Web Standards Committee | | X | | X | |  | |

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| Goal 6: Ensure updated and robust infrastructure (including staffing levels, professional development, hardware, maintenance and software procurement and implementation) to provide a fully integrated and cohesive computing environment. | | | | | |
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| 6.1 Evaluate staffing levels based on ISTE. | TESS Managers | X |  |  | 5 years ago TESS and both colleges replaced major systems within its network infrastructure that had not been updated in 7-10 years. This update brought the network infrastructure to the latest technologies for switching, routing, DNS, unified threat management, shared storage, Website content management and server virtualization. This also created a standard for these technologies that were deployed at both colleges and the district. We are now at a point with the technology were it needs to be assessed and updated if needed.  TESS has received the new Fortigate unified threat management system (firewalls) and is 25% complete with the deployment. During the evaluation of the new Fortigate platform TESS managers decided to change configurations for high availability of the system. Currently each site with internet access has high availability pairs for redundancy. TESS managers found it unnecessary to pay for the redundant pairs at CHC and TESS locations while keeping the pair at SBVC. In the event a Fortigate fails at CHC or TESS we can easily reroute local internet traffic to another location. We realized significant savings in this decision.  The districts shared storage system (Compellent SAN) was evaluated and will not need replacing until 2018. TESS will be adding additional storage to the system to accommodate for all the new systems we have added over the last 5 years and any new systems in the future.  Office 365 includes Skype for business, Office ProPlus, Office Online and One drive. These applications are beginning to be deployed and used throughout the district as new tools for communication and collaboration. As Office 365 grows and releases new products and features TESS will continue to evaluate and implement the offerings as appropriate  Single Sign on has been implemented for WebAdvisor and many of the systems across the district. TESS is looking to improve this system by taking it to the cloud. This will allow our authentication services to continue when we have local outages that would normally stop authentication. Currently we are exploring Amazon hosting and Microsoft Azure AD. |
| 6.2 Fill vacancies | TESS Managers | X | X | X |
| 6.3 Fund training and professional development. | TESS Managers | X | X | X |
| 6.4 Provide infrastructure funding to meet and sustain technology goals and to adequately respond to mandated initiatives. | TESS Managers, Administrative Services, Chancellor’s Cabinet | X | X | X |
| 6.5 Implement periodic technology reviews inclusive of security audits. | TESS Managers | X | X | X |
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| Goal 7: Develop fully integrated resolution oriented technical support services with digitized online customer service. | | | | | |
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| 7.1 Explore alternative solutions. | TESS Managers | X | X |  | TESS meets weekly with our helpdesk manager to go over helpdesk stats and discuss any issues we, or they, may be having. Currently our helpdesk is 24/ 7 and outsourced for both staff and students. We have implemented a self-service password reset tool to aide users who have forgotten their password. In the past TESS has made efforts to improve the helpdesk by bringing it in house through the program review process, but it has not made it through prioritization. We will continue that effort.  Currently, the colleges are evaluating whether to utilize the states offered LMS of Canvas. This has the potential of moving our student 24/7 helpdesk to Canvas freeing up resources to move the staff helpdesk in house. |
| 7.2 Implement self-service portals. | TESS Managers | X | X |  |
| 7.3 Explore the benefits of a Virtual Agent for student support. | Web Standards Committee, District Applications Work Group (DAWG) |  | X |  |

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| Goal 8: Develop and expand face-to-face and online training programs and services to empower and improve employee competence and performance. | | | | | |
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| SUPPORTING STRATEGIES | RESPONSIBLE  PARTIES | FY  14 - 15 | FY  15 - 16 | FY  16 -  17 | PROGRESS/  ACCOMPLISHMENTS |
| 8.1 Training needs survey to ascertain what’s available, gaps, and quality. | Professional Development, Research, TESS Executive Committee | X |  |  | For Spring 2016, the DE office will be offering 16 workshops to the colleges and the district. The topics cover educational trends, LMS training, extending the workplace with technology, and project-based learning. Additionally, both instructional technology specialist will on each campus one day a week to offer appointment-based sessions. It is hoped that the 20 minute one-to-one sessions will increase access to faculty and staff who may need more individualized support and instruction.  DE department has renewed the Lynda.com license for the next 2 years. Based on 2015 data, the district has 265 users, with over 10,511 videos viewed, and 84 courses completed for certificate.  DE department has been working with CHC counselors in the STEM program to convert 2 workshops to a self-paced, online format as part of their sustainability plan. The DE department is offering instructional design and development assistance. The 2 workshops (Time Management and Generating Figures in Excel) are currently in the design stage. Audio Scripts have been developed for both and a working prototype for both will be developed by end of Spring Term. |
| 8.2 Identify and promote training that is available. | Professional Development, TESS Executive Committee, Marketing | X |  |  |
| 8.3 Ensure consistent training. | Professional Development, TESS Managers | X | X | X |
| 8.4 Partner with distance education and professional development to provide training in various formats, including face-to-face and online. | Distance Education, Professional Development, TESS Managers | X | X | X |
| 8.5 Procure and provide training on training tools | Professional Development, TESS Managers |  | X |  |

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| Goal 9: Improve district systems to increase administrative and operational efficiency and effectiveness with an emphasis on student records, human resources, facilities, technology, financial systems, and other workflow operational systems. | | | | | |
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| SUPPORTING STRATEGIES | RESPONSIBLE  PARTIES | FY  14 - 15 | FY  15 - 16 | FY  16 -  17 | PROGRESS/  ACCOMPLISHMENTS |
| * 1. Administrative Efficiency/Effectiveness      1. Identify the dependencies for integrating existing major enterprise resource programs. | TESS Executive Committee | X |  |  | As the procurement and evaluation process for the new ERP draws to a conclusion, TESS has been tasked with project managing the implementation of the HR and Fiscal ERP. As such, we have assigned a project manager and will back fill her position as we expect the project management duties to be a full time job in and of itself. With the new ERP we hope to achieve many efficiencies that we were not afforded because of County rules and their systems.  The contract to have Ellucian provide us resources to manage our Colleague environment has been approved by the Board and we are currently in the process of bringing them in-house. With Ellucian helping us to manage our Colleague environment, we hope to optimize our system to increase uptime and availability to our students and staff. We also achieve redundancy on our Colleague management as Ellucian provides a team 24/7 to constantly monitor and proactively fix our systems.  Administrative Application programmers are back to working in earnest on the Gray Screens to facilitate the move to the cloud. The work to migrate us from Desktop UI to Web UI is mandatory in order for us to move to the cloud as well as the fact that Desktop UI is no longer supported by Ellucian. |
| * + 1. Integrate major enterprise resource programs        1. Align policies and procedures        2. Purchase Human Resource, Fiscal, and other ERP modules as necessary to become independent from county systems and have a fully integrated administrative applications environment. | TESS Executive Committee |  | X | X |
| * 1. Operational Efficiency/Effectiveness      1. Conduct Business Process Analysis (BPA) to streamline procedures with the district’s strategic plan. | TESS Executive Committee | X | X |  |
| * + 1. Improve communications throughout the district. | TESS Executive Committee | X | X | X |