LMC Technology Plan 2025

- Review EMP Goals/Objectives and implications related to Technology Plan
- Review old draft Tech Plan goals
- Review Current IT works/projects
- Review DE Strategic Plan

Mind Map Tool, miro

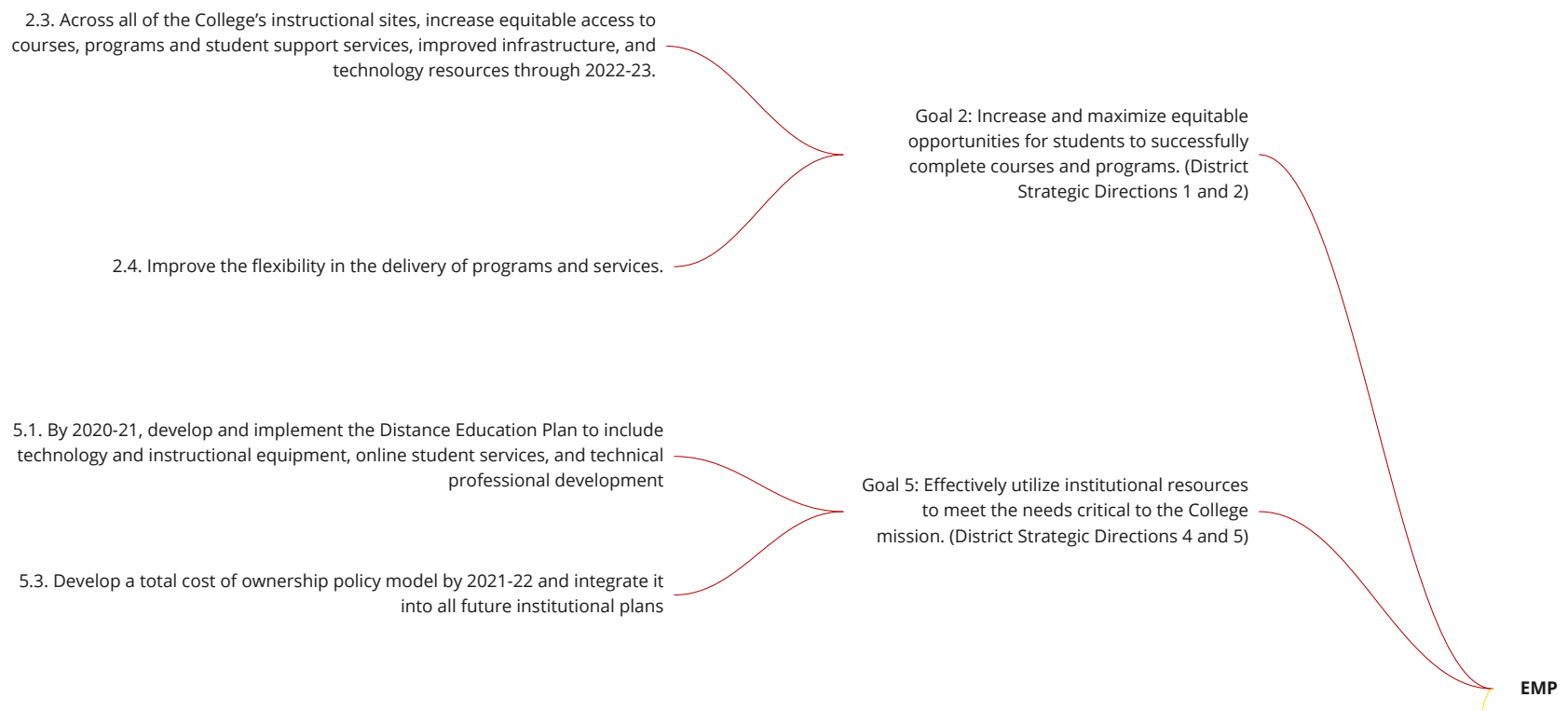
- Theme conversation, also using miro

LMC Technology Plan 2025

- Identified a list of documents important as input for the LMC Technology Plan
- Reviewed each document and identified relevant goals, topic areas, projects, and initiatives
- Mapped those here to facilitate an easier review and discussion
- Goal of the review is to validate, recognize themes, discuss missing pieces,
- Should evolve with input
- After an initial review we will begin an activity where everyone can provide input

Technology Plan 2020-25

https://www.losmedanos.edu/tag/techplan20-25.aspx

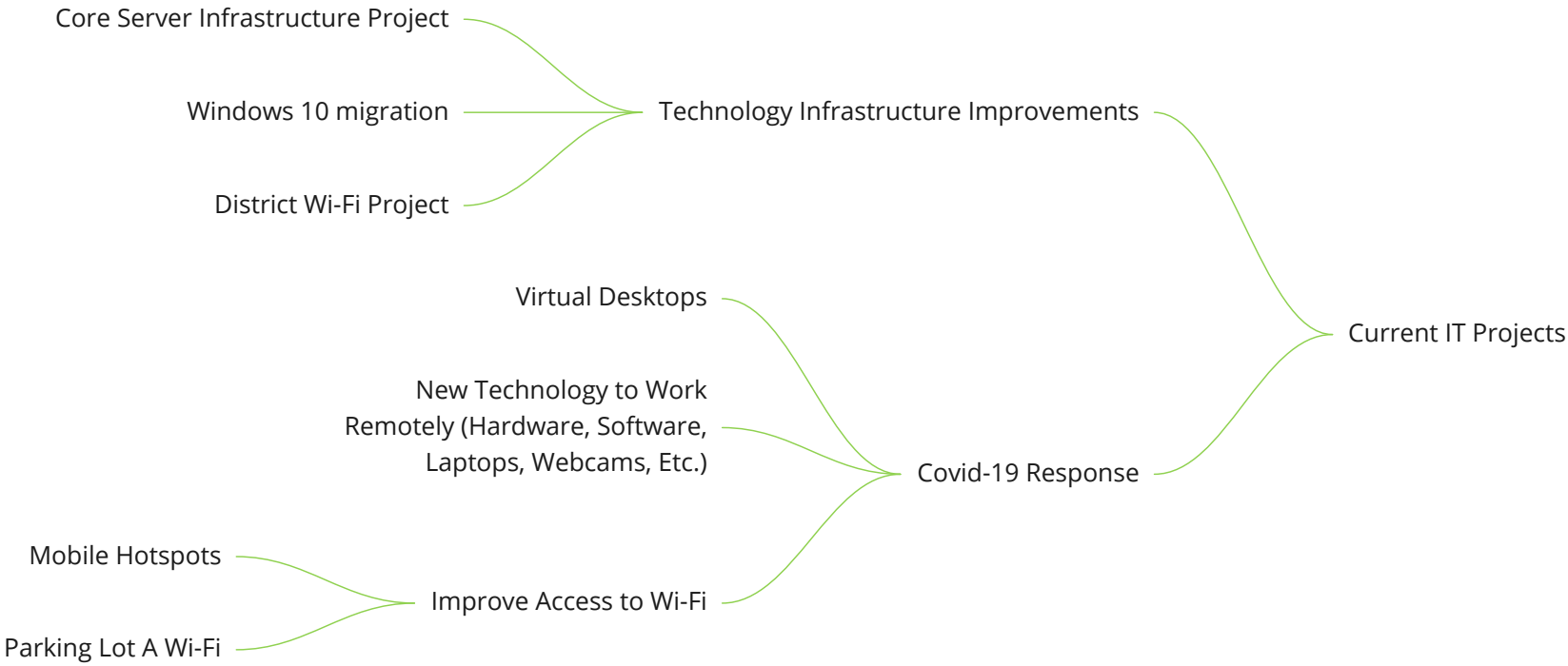

2.3. Across all of the College's instructional sites, increase equitable access to courses, programs and student support services, improved infrastructure, and technology resources through 2022-23.
2.4. Improve the flexibility in the delivery of programs and services.
Goal 2: Increase and maximize equitable opportunities for students to successfully complete courses and programs. (District Strategic Directions 1 and 2)
5.1. By 2020-21, develop and implement the Distance Education Plan to include technology and instructional equipment, online student services, and technical professional development
5.3. Develop a total cost of ownership policy model by 2021-22 and integrate it into all future institutional plans
Goal 5: Effectively utilize institutional resources to meet the needs critical to the College mission. (District Strategic Directions 4 and 5)
EMP

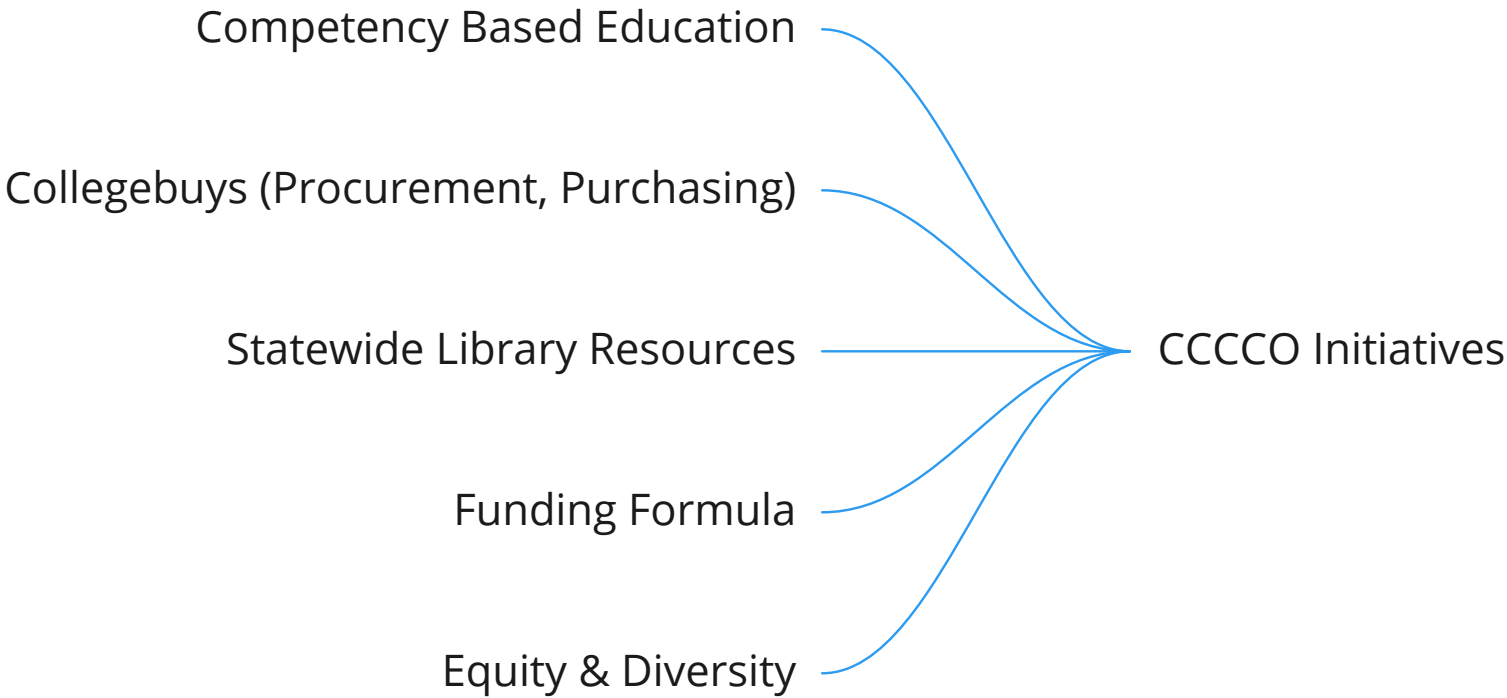
Implications for Technology and Facilities

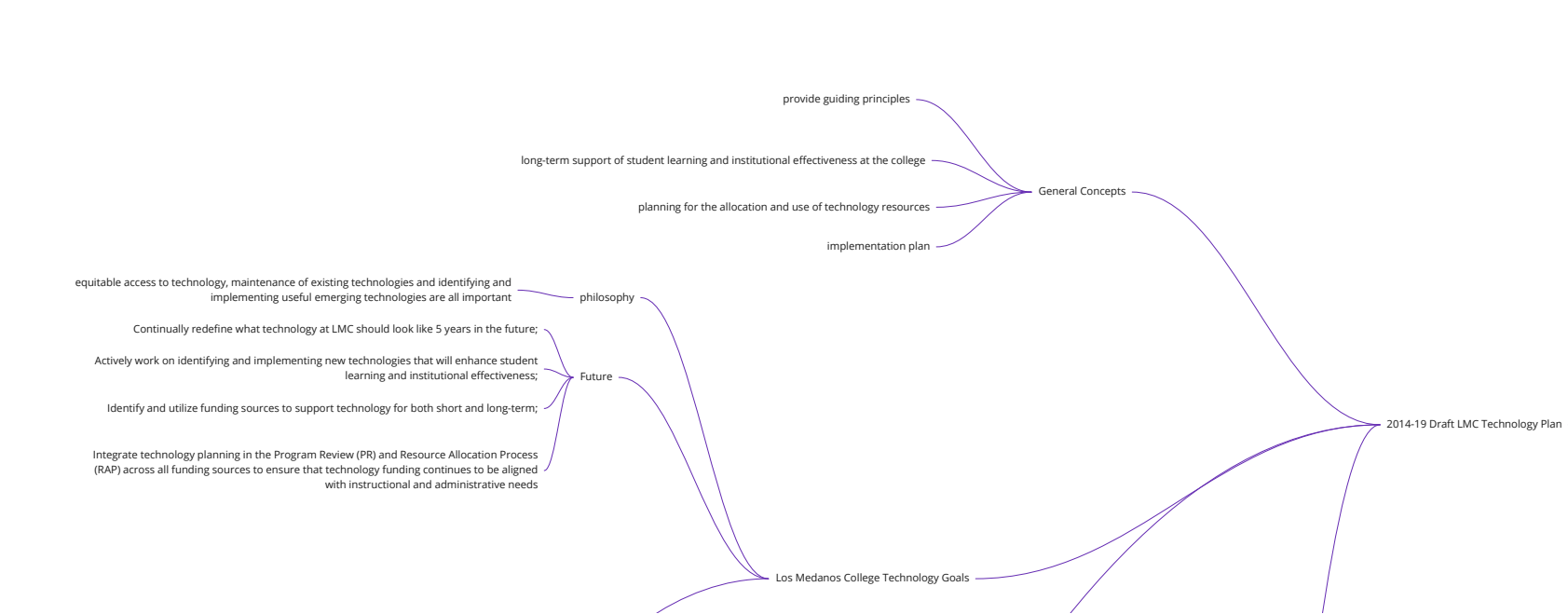
1. To maximize access to programs and services, including any current or future “off-site” instructional locations, enhance facilities and technology:

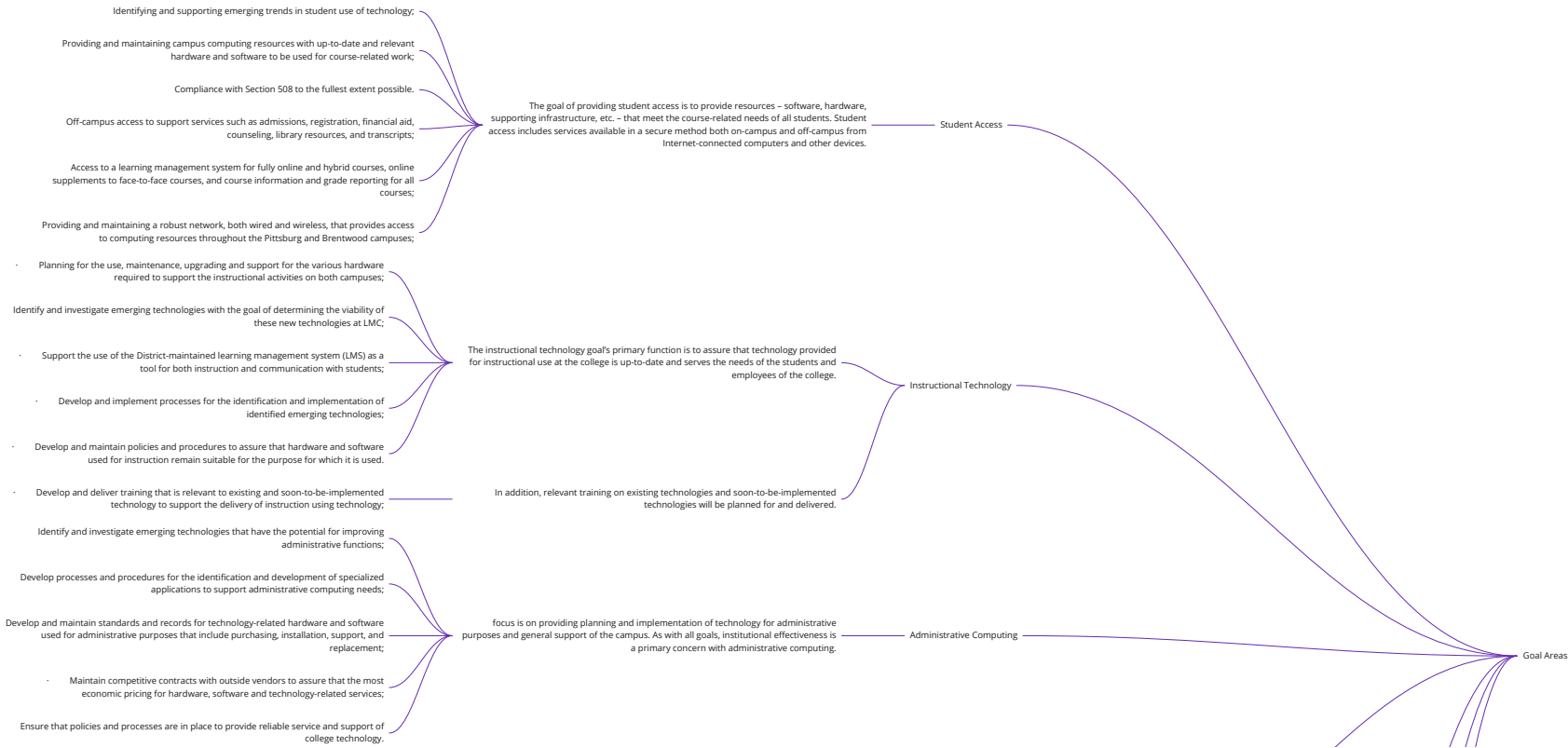
- improve information technology infrastructure, which includes an approach to the total cost of ownership, in accordance with a Technology Master Plan;
- develop an integrated contingency and recovery plan, which will enable the College to respond to crises, emergencies, and disruptive events while continuing to execute its initiatives and meet its mission;
- consider continued investments in state-of-the-art technologies to respond to an ever-changing technology landscape;
- consider deploying artificial intelligence tools, such as chat-bots, which are designed to help students through complex matriculation processes and access critical student support services;
- in light of the expansion of remote services and online offerings, include flexible instructional strategies that minimize or mitigate students’ needs for technology off campus;


DE Strategic Plan
Scale online teaching and learning to meet the needs of students and the community
Establish an “Online Academy” or Online Learning Community
Provide seamless and integrated student services that support online learning
Student facing website that provides online orientation and self-check material
Develop an instrument and process for student self-assessment for online learning.
Develop and conduct online learning student orientation
Embed student success module in all online courses.
Weave Ecosystem components into course design. Implement the following products into instructional design
Ensure that the infrastructure supporting teaching and learning is sustainable
Survey student technology needs and direct them to the proper resources at least two or three weeks before classes begin
consistent message regarding basic technology every student will need to successfully complete online class.
consistent message around how the college works to solve technology access problems for DE students
Implement quality assurance steps to guide faculty in developing quality and accessibility compliant courses and integrate DE education and training into existing practices.
Ensure equity and inclusivity in DE offering and student services
Provide student resources and support for to ensure equitable outcomes in distance education

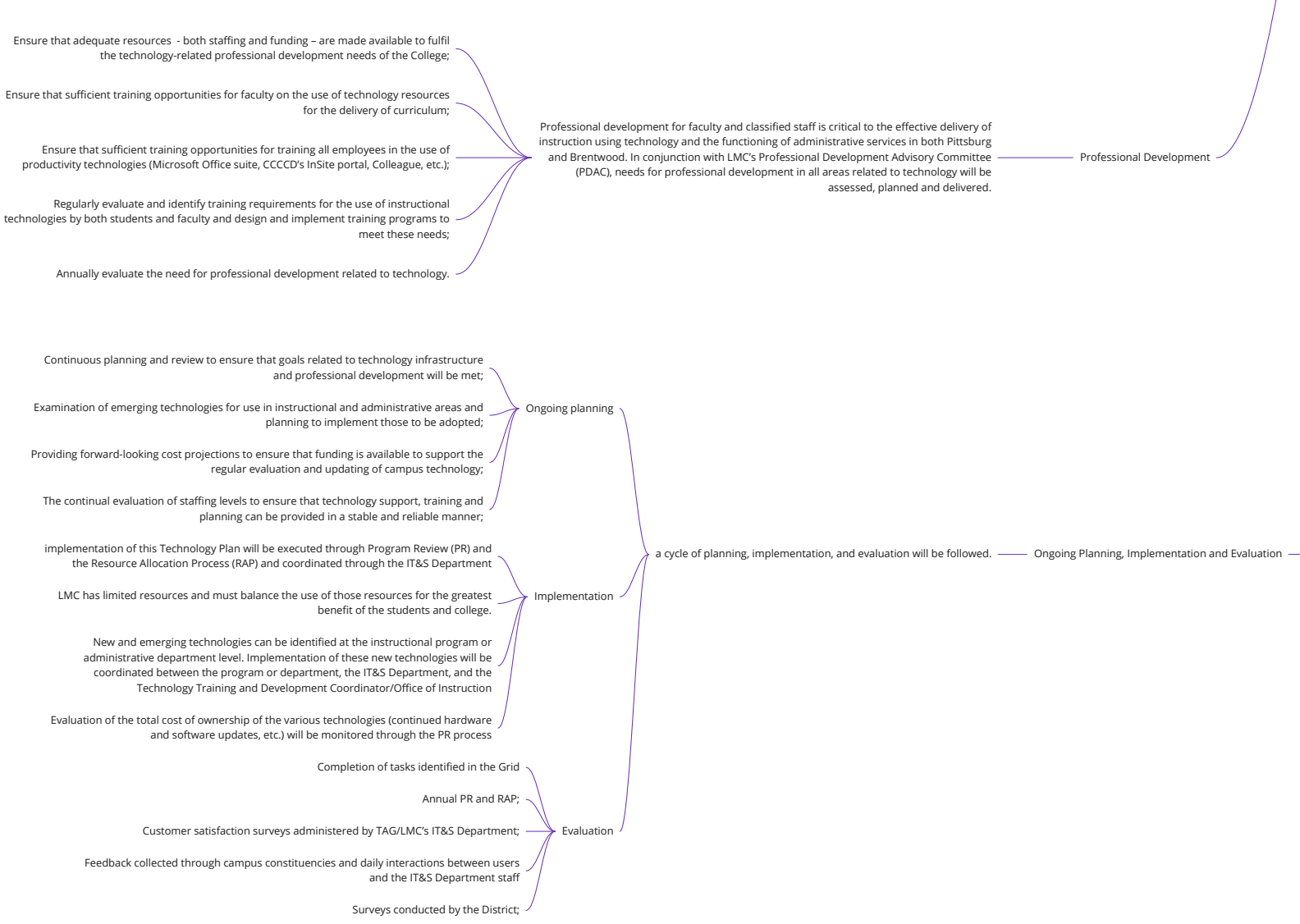

Core Server Infrastructure Project
Windows 10 migration
District Wi-Fi Project
Technology Infrastructure Improvements
Virtual Desktops
New Technology to Work Remotely (Hardware, Software, Laptops, Webcams, Etc.)
Mobile Hotspots
Parking Lot A Wi-Fi
Improve Access to Wi-Fi
Covid-19 Response
Current IT Projects


Competency Based Education
Collegebuys (Procurement, Purchasing)
Statewide Library Resources
Funding Formula
Equity & Diversity
CCCCO Initiatives


2014-19 Draft LMC Technology Plan
General Concepts
provide guiding principles
long-term support of student learning and institutional effectiveness at the college
planning for the allocation and use of technology resources
implementation plan
Los Medanos College Technology Goals
philosophy
equitable access to technology, maintenance of existing technologies and identifying and implementing useful emerging technologies are all important
Future
Continually redefine what technology at LMC should look like 5 years in the future;
Actively work on identifying and implementing new technologies that will enhance student learning and institutional effectiveness;
Identify and utilize funding sources to support technology for both short and long-term;
Integrate technology planning in the Program Review (PR) and Resource Allocation Process (RAP) across all funding sources to ensure that technology funding continues to be aligned with instructional and administrative needs


Goal Areas
Student Access
The goal of providing student access is to provide resources – software, hardware, supporting infrastructure, etc. – that meet the course-related needs of all students. Student access includes services available in a secure method both on-campus and off-campus from Internet-connected computers and other devices.
Identifying and supporting emerging trends in student use of technology;
Providing and maintaining campus computing resources with up-to-date and relevant hardware and software to be used for course-related work;
Compliance with Section 508 to the fullest extent possible.
Off-campus access to support services such as admissions, registration, financial aid, counseling, library resources, and transcripts;
Access to a learning management system for fully online and hybrid courses, online supplements to face-to-face courses, and course information and grade reporting for all courses;
Providing and maintaining a robust network, both wired and wireless, that provides access to computing resources throughout the Pittsburg and Brentwood campuses;
Instructional Technology
The instructional technology goal's primary function is to assure that technology provided for instructional use at the college is up-to-date and serves the needs of the students and employees of the college.
Planning for the use, maintenance, upgrading and support for the various hardware required to support the instructional activities on both campuses;
Identify and investigate emerging technologies with the goal of determining the viability of these new technologies at LMC;
Support the use of the District-maintained learning management system (LMS) as a tool for both instruction and communication with students;
Develop and implement processes for the identification and implementation of identified emerging technologies;
Develop and maintain policies and procedures to assure that hardware and software used for instruction remain suitable for the purpose for which it is used.
In addition, relevant training on existing technologies and soon-to-be-implemented technologies will be planned for and delivered.
Develop and deliver training that is relevant to existing and soon-to-be-implemented technology to support the delivery of instruction using technology;
Administrative Computing
focus is on providing planning and implementation of technology for administrative purposes and general support of the campus. As with all goals, institutional effectiveness is a primary concern with administrative computing.
Identify and investigate emerging technologies that have the potential for improving administrative functions;
Develop processes and procedures for the identification and development of specialized applications to support administrative computing needs;
Develop and maintain standards and records for technology-related hardware and software used for administrative purposes that include purchasing, installation, support, and replacement;
Maintain competitive contracts with outside vendors to assure that the most economic pricing for hardware, software and technology-related services;
Ensure that policies and processes are in place to provide reliable service and support of college technology.


• In conjunction with District IT, develop and maintain standards for networking equipment (wireless, local area network, wide area network, and Internet connectivity) and services to ensure that the network connectivity needs of the campus are needed;
• Through network monitoring and management and anti-malware applications and devices, assure that our campus network, Internet connections, servers, workstations and other systems are used efficiently and not open to compromise or malfeasance;
• Assure that server infrastructure, both physical and virtual, meet the needs of the campus and that standards are created, updated and implemented to assure planning, maintenance, and replacement of LMC's servers;
• Assure that student and administrative computer workstations meet the needs of users through the development and implementation of a computer workstation replacement schedule;
• Develop, implement, and maintain backup and disaster recovery plans and systems to ensure continuity of services in the event incidents ranging from accidental data loss to a major disaster.
Technology infrastructure includes the campus local area network, servers, wide area network connections to the District Office and other services such as backup and disaster recovery. Reliable function of the college's technology infrastructure is critical to all of LMC's instructional and administrative functions.
Technology Infrastructure
Assure that an effective and responsive Basic Help Desk is maintained in order to deliver timely and efficient support to both college campuses;
Assure that there is a process for the timely escalation for issues that are beyond the ability of the Basic Help Desk;
Staffing levels, both classified staff and management, are evaluated annually and levels are maintained to adequately support current and projected campus needs.
Technology support covers the resolution of day-to-day trouble tickets as well as major projects such as software and hardware updates to student computer labs and computer-based classrooms and deployment of new computers for administrative use based on replacement schedules. Maintenance of the college's technology infrastructure is also the responsibility of the technical support staff. Adequate support for technology is required for the continued functioning of all instructional and administrative functions at the college.
Technology Support
Implement unified communications to integrate voice-mail, e-mail, and emerging technologies;
Continually investigate emerging communications technologies to determine their usefulness for instructional and administrative purposes and implement those that are determined to meet the college's needs;
Centralize communication from the campus using the District's InSite portal, student's InSite e-mail and the Office 365 e-mail accounts that are available for all of the District's active students and employees;
Maintain the college's web site with current information as a communication tool for providing information about the campus, its services and instructional and administrative departments;
Develop and maintain infrastructure to provide time-sensitive notifications through multiple media channels in the event of emergencies.
Digital communications play an ever-increasing role in the instructional and administrative functions of the College and are used to facilitate the flow of information between constituencies both on and off-campus. This area is constantly evolving and must be continually assessed and refreshed.
Digital Communications


Ensure that adequate resources - both staffing and funding – are made available to fulfil the technology-related professional development needs of the College;
Ensure that sufficient training opportunities for faculty on the use of technology resources for the delivery of curriculum;
Ensure that sufficient training opportunities for training all employees in the use of productivity technologies (Microsoft Office suite, CCCCD's InSite portal, Colleague, etc.);
Regularly evaluate and identify training requirements for the use of instructional technologies by both students and faculty and design and implement training programs to meet these needs;
Annually evaluate the need for professional development related to technology.
Professional development for faculty and classified staff is critical to the effective delivery of instruction using technology and the functioning of administrative services in both Pittsburg and Brentwood. In conjunction with LMC's Professional Development Advisory Committee (PDAC), needs for professional development in all areas related to technology will be assessed, planned and delivered.
Professional Development
Continuous planning and review to ensure that goals related to technology infrastructure and professional development will be met;
Examination of emerging technologies for use in instructional and administrative areas and planning to implement those to be adopted;
Providing forward-looking cost projections to ensure that funding is available to support the regular evaluation and updating of campus technology;
The continual evaluation of staffing levels to ensure that technology support, training and planning can be provided in a stable and reliable manner;
Ongoing planning
implementation of this Technology Plan will be executed through Program Review (PR) and the Resource Allocation Process (RAP) and coordinated through the IT&S Department
LMC has limited resources and must balance the use of those resources for the greatest benefit of the students and college.
New and emerging technologies can be identified at the instructional program or administrative department level. Implementation of these new technologies will be coordinated between the program or department, the IT&S Department, and the Technology Training and Development Coordinator/Office of Instruction
Evaluation of the total cost of ownership of the various technologies (continued hardware and software updates, etc.) will be monitored through the PR process
Implementation
Completion of tasks identified in the Grid
Annual PR and RAP;
Customer satisfaction surveys administered by TAG/LMC's IT&S Department;
Feedback collected through campus constituencies and daily interactions between users and the IT&S Department staff
Surveys conducted by the District;
Evaluation
a cycle of planning, implementation, and evaluation will be followed.
Ongoing Planning, Implementation and Evaluation

LOS MEDANOS COLLEGE

Technology Plan 2020-25

https://www.losmedanos.edu/tag/techplan20-25.aspx

- Theme 1
- Theme 2
- Theme 3
- Theme 4
- Theme 5

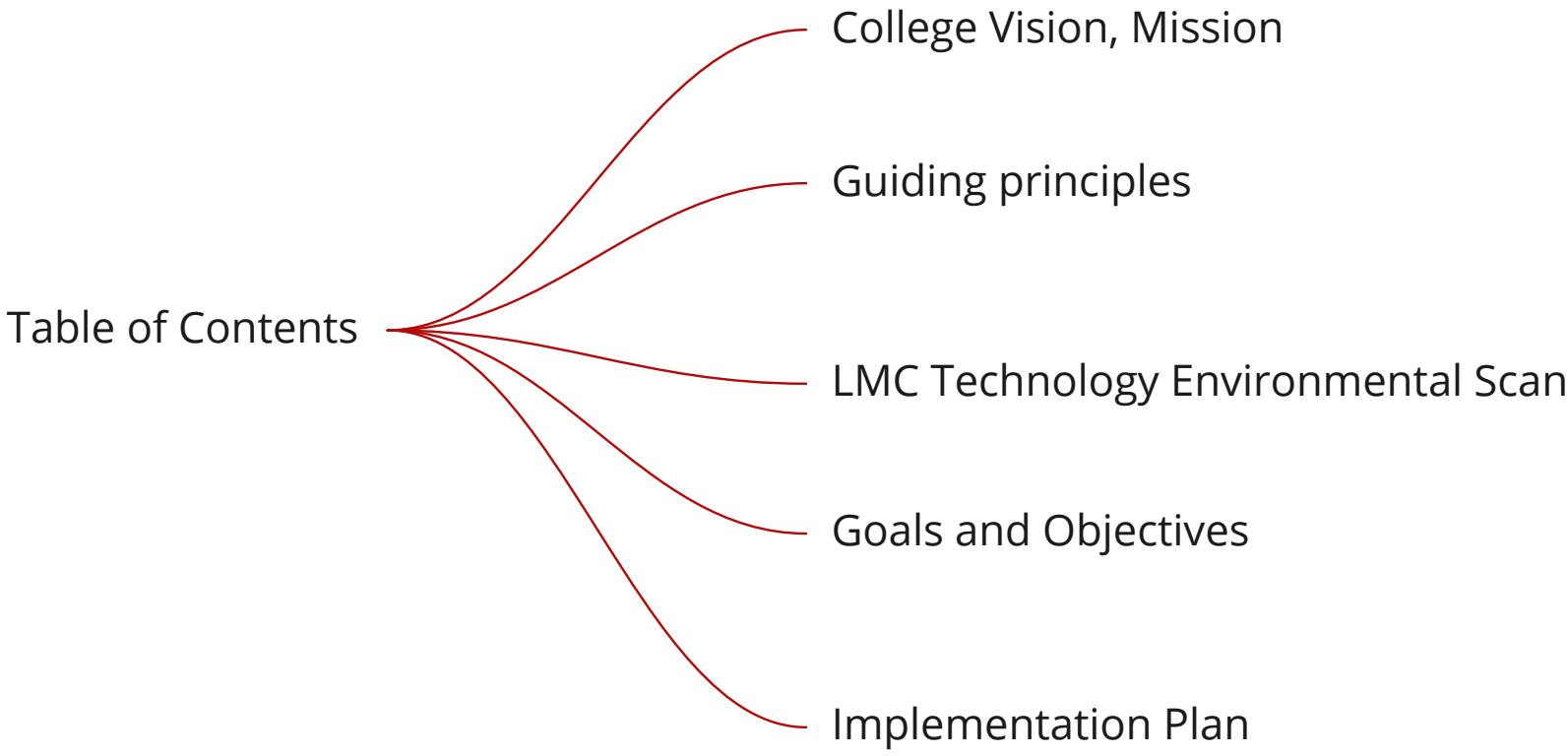


Table of Contents
College Vision, Mission
Guiding principles
LMC Technology Environmental Scan
Goals and Objectives
Implementation Plan

LMC Technology Plan 2025

- Looking here are the things that were introduced in the last 10 years

- Apple iPad, 2010
- Smart Assistants, like Amazon Alexa and Nest, Siri
- Meal Kits: Hello Fresh, Plated, and Blue Apron
- Instagram
- Snapchat
- Uber and Lyft
- The first Avenger's Movie
- Netflix Originals
- The Selfie Stick, 2014
- Whatsapp
- Instant Pots
- Grubhub and DoorDash
- AirBnB and Chrome both started in 2008/2009 but didn't take off until after 2010

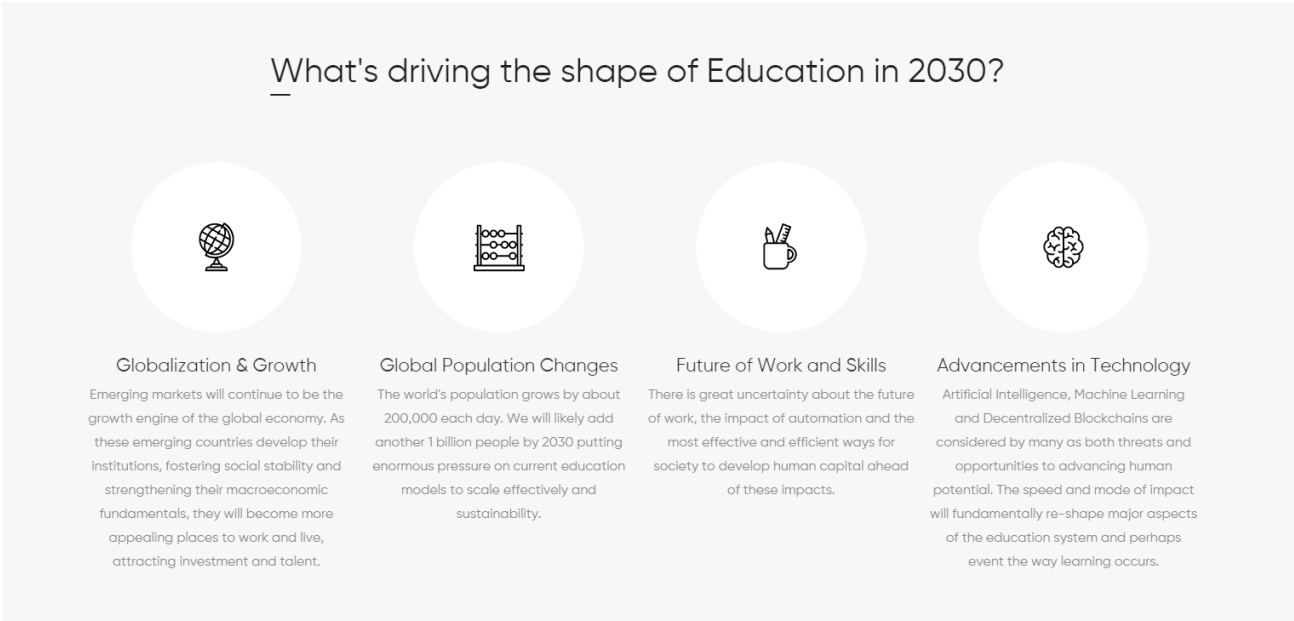
LMC Technology Plan 2025

- Planning Horizon, 2025 a step towards 2030

- Let's start with imagining what 2030 looks like?
  - Are we back on the moon? Mars?
  - Are all cars sold, electric? (as proposed by the Governor)
  - Are smartphones still a thing? or is there something newer/different?
  - Do Brain/Computer interfaces become next must have gadget?
  - What about robots and AI?
  - Is there still a pandemic concern? (not just Covid-19)
  - Are we working remotely?
  - Will I be able to buy an Iron Man suit?

LMC Technology Plan 2025

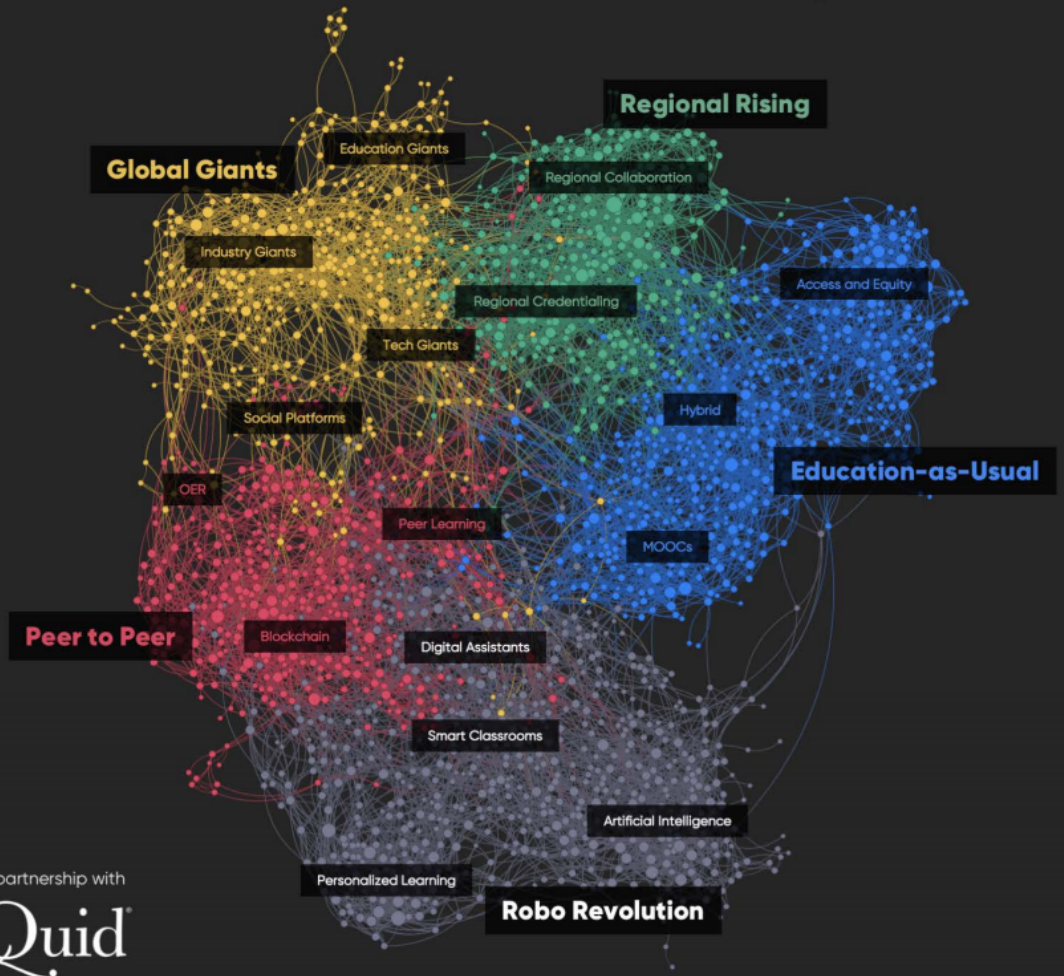
- What are some main themes?



Holon IQ

Education in 2030. **Global Scenarios**

www.holoniq.com



in partnership with Quid

Education-as-Usual

Traditional education institutions remain the trusted source of learning and the most effective vehicle for jobs and prosperity. Higher Education consolidates, global talent platforms emerge and government remains the core source of funding around the world.

Regional Rising

Regional alliances dominate the competitive education landscape, supported by strategic and political cooperation. Cooperative blended delivery and regional talent hubs cross-load labor supply and demand to strengthen regions.

Global Giants

This global free market environment has fostered the emergence of 'mega-organisations' with ubiquitous brand recognition and the scale to achieve significant efficiencies and industry power.

Peer to Peer

Learning online through rich, personalized human to human experiences dominates the post-secondary and skills training sectors. Blockchain technology fundamentally reconfigures credentialing and unlocks the collective creativity and IP of teachers.

Robo Revolution

AI drives a complete reversal in 'who leads learning', with virtual tutors and mentors structuring learning paths, providing assessment tasks, giving feedback, adjusting according to progress and organizing human tutoring when needed.

2.5x Global 'EdTech' Expenditure Growth

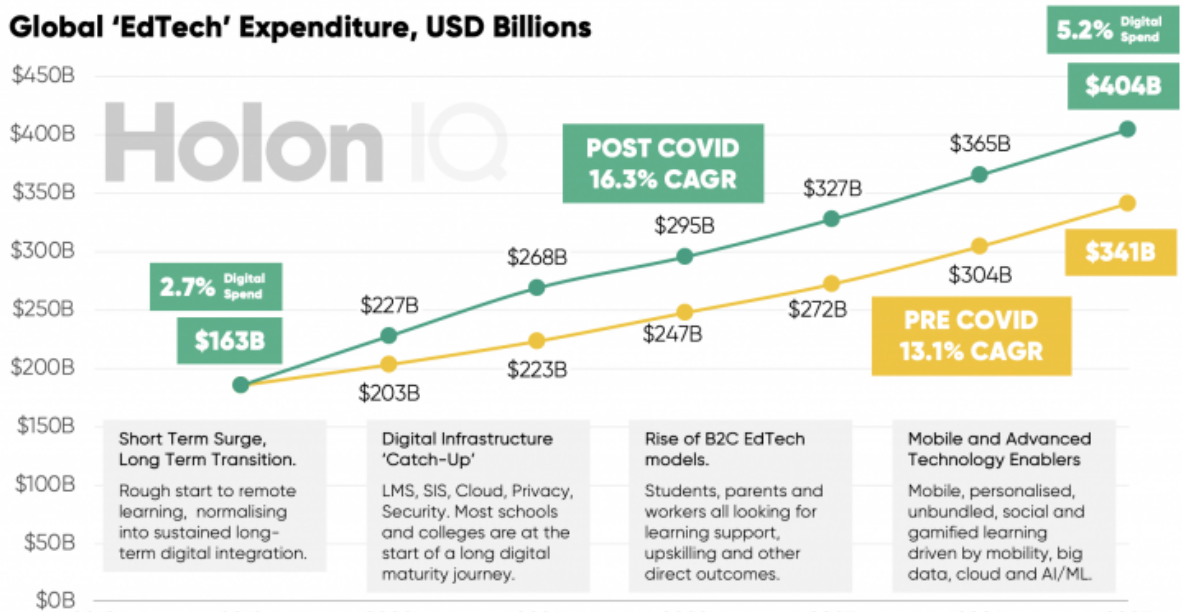
$63B upgrade to 'Pre-COVID' EdTech expenditure outlook, now expected to reach $404B by 2025. The short-term surge in EdTech spend transitions to a long-term digital transformation.

Education Technology spend to grow 2.5x from 2019 to 2025, still only representing 5.2% of total spend in global education and training.

2020 digital surge offset by 'freemium' phase through lockdown in an effort to secure share of school and institution demand.

Hardware, software and services all expected to accelerate as consumer preferences shift while government and corporates adjust to new learning models and modes.

Global 'EdTech' Expenditure, USD Billions

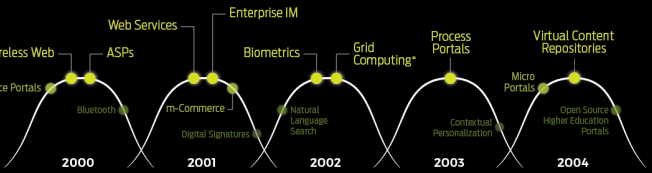


	2019	2020	2021	2022	2023	2024	2025
Total Expenditure	$5.9T	$6.3T	$6.5T	$6.8T	$7.1T	$7.4T	$7.8T
Digital Expenditure	$163B	$227B	$268B	$295B	$327B	$365B	$404B
Digital Share	2.7%	3.6%	4.1%	4.3%	4.6%	4.9%	5.2%

Source. HolonIQ, August 2020

THE TECHNOLOGIES AND TRENDS WITH THE MOST HYPE

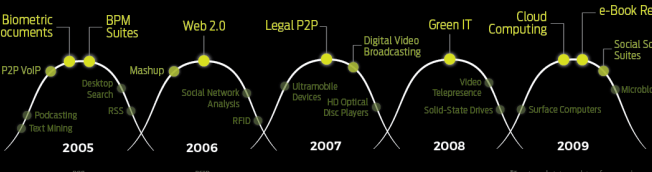
2000 – 2018



ASP
Active Server Pages

IM
Instant Messaging

*A network in which each computer's resources are shared with every other computer in the system



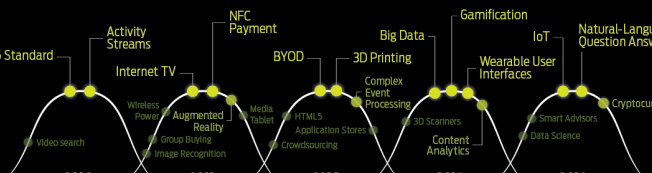
RSS
Really Simple Syndication

VoIP
Voice over Internet Protocol

BPM
Business Process Management

RFID
Radio-Frequency Identification

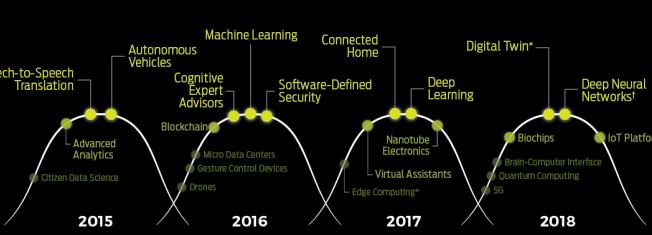
*Tweets and status updates, for example



NFC
Near Field Communication

BYOD
Bring your own device

IoT
Internet of Things



*Memory and computing power closer to the location where it is needed

*Virtual replicas of physical devices

†An artificial neural network with multiple layers between the input and output layers

Theme (Student Needs & Equity)

- Deploy Technology to address student needs and improve equitable access

Ensure equity and inclusivity are incorporated in the implementation of technology for students

- Create and use equity rubrics
- Ensure equity and inclusivity in DE offering and student services
- Equity & Diversity
- Equitable
- possible goal: provide equitable access to students and employees to successfully complete their goals
- equitable access to technology, maintenance of existing technologies and identifying and implementing useful emerging technologies are all important
- A take home computer and hotspot for every student
- DE Committee work group developing an LMC Online Equity Rubric based off of the Peralta Equity rubric.
- Provide student resources and support for to ensure equitable outcomes in distance education
- 2.3. Across all of the College's instructional sites, increase equitable access to courses, programs and student support services, improved infrastructure, and technology resources through 2022-23.
- District-approved software that helps faculty learn students' names, pronunciation and preferred names/nicknames
- Goal 2: Increase and maximize equitable opportunities for students to successfully complete courses and programs. (District Strategic Directions 1 and 2)
- Mobile Hotspots

Provide seamless and integrated student services that support online learning

Use technology to improve student support tools such as orientation, self-check material, and resource access

- Peer-to-peer student IT helpdesk
- Launch Artificial Intelligence Chatbots to provide 24/7 general advising in Student Services
- Live Chat feature for student services departments
- Online learning and support services:
- AI support during closed hours
- consider deploying artificial intelligence tools, such as chat-bots, which are designed to help students through complex matriculation processes and access critical student support services;
- Off-campus access to support services such as admissions, registration, financial aid, counseling, library resources, and transcripts;
- Ability to serve students after hours without relying on outside sources.
- Provide seamless and integrated student services that support online learning
- Embed student success module in all online courses.
- Student Support
- Resources with tutorials and text instructions to support "how to" guides.
- Survey student technology needs and direct them to the proper resources at least two or three weeks before classes begin
- Implement Ocelot chat bot for high traffic student services areas.
- Develop and conduct online learning student orientation
- Student facing website that provides online orientation and self-check material
- Develop an instrument and process for student self-assessment for online learning.
- Identifying and supporting emerging trends in student use of technology;

Utilize Technology to Improve Student Access and Success by increasing flexibility, collaboration, and available resources in streamlined solution

- CVC-OEI CTE Grant with online course alignments
- 2.4. Improve the flexibility in the delivery of programs and services.
- Applications that are functional on all appliances. Students cannot do all functions on Canvas on phones.
- Student Services Software that allows students to pick their pronouns discreetly and have employees use those
- Online lectures
- Software applications that provide more opportunity for asynchronous & synchronous collaboration for students
- Student Access
- easy access to all students
- Technology lending services covering basic and emergining technologies
- The goal of providing student access is to provide resources – software, hardware, supporting infrastructure, etc. – that meet the course-related needs of all students. Student access includes services available in a secure method both on-campus and off-campus from Internet-connected computers and other devices.
- A-1 - Student Access: Provide universal and secure student access to learning resources and support services for all college locations.

Theme (IT Infrastructure & Support)

- Implement ongoing improvements to IT Infrastructure and Support services in a sustainable method

Develop and implement a Total Cost of Ownership (TCO) process for all technology investments

- Appendix D – Total Cost of Ownership Philosophy
- improve information technology infrastructure, which includes an approach to the total cost of ownership, in accordance with a Technology Master Plan;
- consider continued investments in state-of-the-art technologies to respond to an ever-changing technology landscape;
- Implications for Technology and Facilities
- Total Cost of Ownership
- 5.3. Develop a total cost of ownership policy model by 2021-22 and integrate it into all future institutional plans
- Evaluation of the total cost of ownership of the various technologies (continued hardware and software updates, etc.) will be monitored through the PR process

Implement a Technology refresh plan that identifies ongoing investments

- Technology hardware, software, infrastructure and other technology-related items must be updated on a regular basis in order to serve the instructional and administrative needs of Los Medanos College's (LMC) Pittsburg and Brentwood campuses.
- Appendix B – 5-phase Technology Refresh Cycle
- Prioritize the replacement or update of computer lab or classroom hardware
- Easy guide for any Technology upgradation.
- each year 1 phase of technology is replaced
- Installation of new equipment is performed in a manner that minimizes disruption to instruction or services
- 5 year cycle
- No equipment used to support instructional or administrative functions becomes obsolete or unusable;
- The refresh cycle presented must be implemented in a planned and consistent manner that ensures that:
- Develop plans for the replacement of campus technology resources on a regular schedule
- Planning for the use, maintenance, upgrading and support for the various hardware required to support the instructional activities on both campuses;
- Assure that student and administrative computer workstations meet the needs of users through the development and implementation of a computer workstation replacement schedule;

Develop and maintain standards and records for technology-related hardware and software used across the college

- hardware and software standards
- Computer lab and computer-based classroom hardware and software
- Development of baseline software inventory
- Standardizing on computer software such as Microsoft's Office Suite and Adobe's Creative Suite.
- Applications required for college operations have been identified.
- Provide and support additional audio and video conferencing resources as identified.
- Maintain a database of computer lab and classroom hardware
- Providing and maintaining campus computing resources with up-to-date and relevant hardware and software to be used for course-related work;
- Technology Resources
- Computer lab operations
- Video conferencing
- Smart classrooms
- Mac Use Plan: Need AirPlay capabilities
- Creatng specifications for equipment used in Smart classrooms;
- New Technology to Work Remotely (Hardware, Software, Laptops, Webcams, Etc.)
- AV integration with Telepresence system
- Develop and maintain standards and records for technology-related hardware and software used for administrative purposes that include purchasing, installation, support, and replacement;
- Virtual Desktops
- College wide software warehouse management

Develop and improve college information and technology infrastructure to provide secure, efficient, and recoverable computing systems

- A-3 - Administrative Computing: Develop and improve secure computing systems and databases to increase institutional efficiencies and help address campus reporting needs and requirements
- Infrastructure
- Network infrastructure standards:
- Network management
- Identity management
- Administrative server virtualization
- Administrative Computing
- Core Server Infrastructure Project
- Technology infrastructure includes the campus local area network, servers, wide area network connections to the District Office and other services such as backup and disaster recovery. Reliable function of the college's technology infrastructure is critical to all of LMC's instructional and administrative functions.
- Network storage
- Disaster recovery
- Windows 10 migration
- Technology Infrastructure Improvements
- Future dirven IT insfrastucture
- MDM/Endpoint Management via Cloud platform
- Data integrity: Disaster Recovery Plan, Security
- Develop, implement, and maintain backup and disaster recovery plans and systems to ensure continuity of services in the event incidents ranging from accidental data loss to a major disaster.
- A-4 - Network Infrastructure: Upgrade and maintain the network infrastructure to support comprehensive wireless, voice, video, and data communications with high availability and recoverability
- Custom application development
- Through network monitoring and management and anti-malware applications and devices, assure that our campus network, Internet connections, servers, workstations and other systems are used efficiently and not open to compromise or malfeasance;
- develop an integrated contingency and recovery plan, which will enable the College to respond to crises, emergencies, and disruptive events while continuing to execute its initiatives and meet its mission;
- District portal (InSite):
- Develop and implement emergency response procedures for network outages or attacks.
- Assure that server infrastructure, both physical and virtual, meet the needs of the campus and that standards are created, updated and implemented to assure planning, maintenance, and replacement of LMC's servers;
- Technology Infrastructure

Implement improvements to the IT Help Desk to support the growing needs of the college community

- Improve Help Desk
- possible goal: establish robust IT capacity to support the needs of the college
- Dedicated trainer position in IT
- Enhance Technical Support Availability for Macintosh Computers
- Assure that an effective and responsive Basic Help Desk is maintained in order to deliver timely and efficient support to both college campuses;
- Technology support covers the resolution of day-to-day trouble tickets as well as major projects such as software and hardware updates to student computer labs and computer-based classrooms and deployment of new computers for administrative use based on replacement schedules. Maintenance of the college's technology infrastructure is also the responsibility of the technical support staff. Adequate support for technology is required for the continued functioning of all instructional and administrative functions at the college.
- Assure that there is a process for the timely escalation for issues that are beyond the ability of the Basic Help Desk;
- Staffing levels, both classified staff and management, are evaluated annually and levels are maintained to adequately support current and projected campus needs.
- Take into account the ability of LMC's infrastructure, both staffing and physical plant, to support existing and/or expanded technology;
- Technology Support
- Appendix C - Technology Staffing Plan
- The continual evaluation of staffing levels to ensure that technology support, training and planning can be provided in a stable and reliable manner;

Improve and expand Wi-Fi access to support the growing number of devices accessing the college network

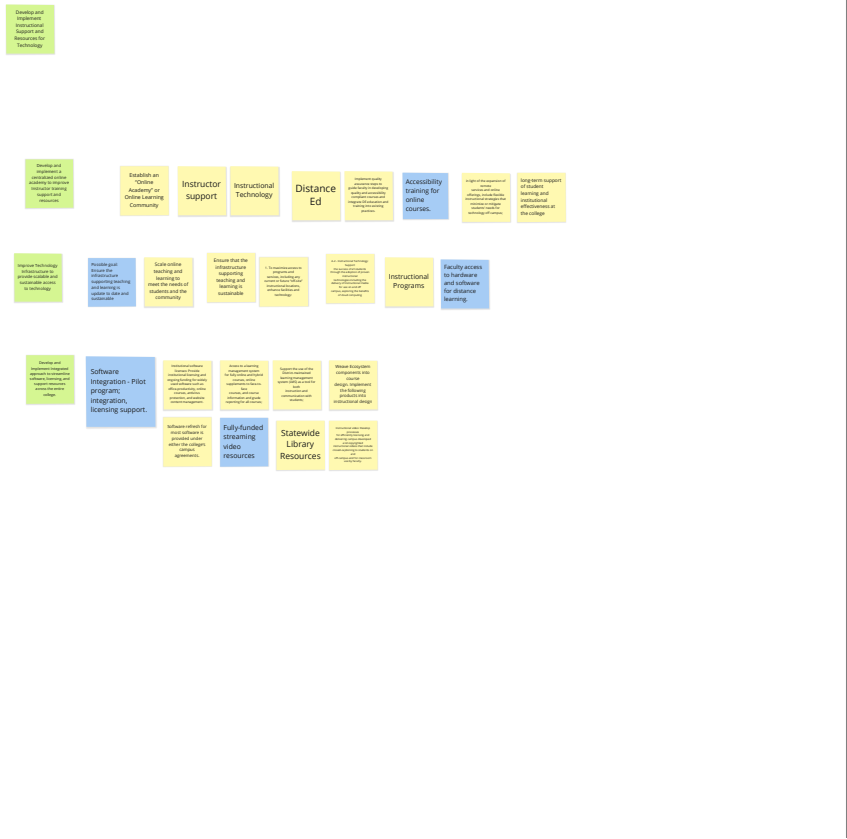
- District Wi-Fi Project
- Wireless Network
- Wireless access
- Improve Access to Wi-Fi
- Parking Lot A Wi-Fi
- In conjunction with District IT, develop and maintain standards for networking equipment (wireless, local area network, wide area network, and Internet connectivity) and services to ensure that the network connectivity needs of the campus are needed;
- Providing and maintaining a robust network, both wired and wireless, that provides access to computing resources throughout the Pittsburg and Brentwood campuses;

Develop and Implement a refined printing solution for students

- Can we just give students a set amount of free printing each semester?
- Pay for Print
- Wi-fi Printing

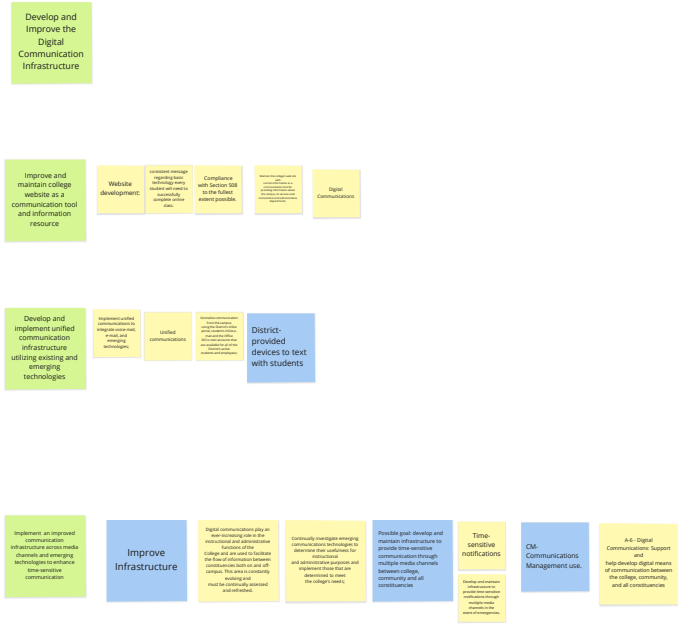
Theme (Planning & Implementation)

Theme (Instructional Support & Resources)



Theme (Training & Professional Development)

Theme (Digital Communications)



Draft Technology Plan Themes

Draft Principles: Technology Planning and Implementation

1. Los Medanos College will utilize a cycle of continuous planning, implementation, and evaluation to develop and achieve technology goals.
2. Use fiscal resources responsibly to meet the technology needs of the College.
3. Continually identify, evaluate, and implement emerging technologies to support and achieve the goals of the College.
4. Technology planning and implementation will be integrated in the Program Review (PR) and Resource Allocation Process (RAP).
5. Continue to develop clear and consistent policies and procedures to achieve technology goals.

Draft Themes and Objectives:

1. Student Needs & Equity: Deploy Technology to address student needs and improve equitable access
    a. Ensure equity and inclusivity are incorporated in the implementation of technology for students
    b. Provide seamless and integrated student services that support online learning
    c. Use technology to improve student support tools such as orientation, self-check material, and resource access
    d. Utilize technology to improve student access and success by increasing flexibility, collaboration, and available resources in streamlined solution

2. IT Infrastructure & Support: Implement ongoing improvements to IT infrastructure and support services in a sustainable method
    a. Develop and implement a Total Cost of Ownership (TCO) process for all technology investments
    b. Implement a Technology refresh plan that identifies ongoing investments
    c. Develop and maintain standards and records for technology-related hardware and software used across the college
    d. Develop and improve college information and technology infrastructure to provide secure, efficient, and recoverable computing systems
    e. Implement improvements to the IT Help Desk to support the growing needs of the college community
    f. Improve and expand Wi-Fi access to support the growing number of devices accessing the college network
    g. Develop and Implement a refined printing solution for students

3. Instructional Support & Resources: Develop and implement instructional support and resources for technology
    a. Develop and implement a centralized online academy to improve Instructor training support and resources
    b. Improve technology infrastructure to provide scalable and sustainable access to technology
    c. Develop and implement integrated approach to streamline software, licensing, and support resources across the entire college
4. Technology Training & Professional Development: Improve professional development for technology implementation
    a. Improve training and support for technology tools of students, instruction and administration
    b. Develop and implement training for technology to enhance Instructional delivery
    c. Improve methods and frequency of technology training

5. Digital Communications: Develop and improve the digital communication infrastructure
    a. Improve and maintain college website as a communication tool and information resource
    b. Develop and implement unified communication infrastructure utilizing existing and emerging technologies
    c. Implement an improved communication infrastructure across media channels and emerging technologies to enhance time-sensitive communication