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Estrella Mountain Community College Information Technology Plan

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Information Technology Plan Summary

At Estrella Mountain technology serves as the vehicle through which information and knowledge are shared within our internal and external environments. Included within this integration are technologies that include a mix of voice, data, video and interactive functions.

The Information Technology Plan is designed to ensure that Estrella Mountain continues to provide a technological infrastructure (hardware, software, and human resources) that supports the college's many learning options and program needs over the next 3-5 years.

Technology Vision and Guiding Principles

The Technology Vision sets the ideal and advances the larger Estrella Mountain Vision. The guiding principles serve as a guide for the planning effort.

Technology Vision

Information technology provides flexible access to information resources, computing and other technologies that satisfy the personal, academic, and workforce needs of the community.

Guiding Principles

The Technology Plan will:

- Support the mission, goals, and core values of the college.
- Provide for information to be accessed, maintained, retrieved, and delivered in a variety of formats.
- Be driven by the needs of internal/external customers.
- Be integrated into the support of teaching and learning and administrative systems.
- Provide for the optimal technology infrastructure to support current and future information needs.
- Provide quality services and staff in support of user needs
- Be flexible to accommodate change.
- Recommend cost effective long-term solutions.
- Be linked to strategic planning and the budget process.
- Will include ongoing review and evaluation.

Goals and Strategies

Three ongoing long-term goals have been identified. These have been developed with the Technology Vision at Estrella Mountain in mind and are intended to advance it on an ongoing basis.

To ensure progress toward the three long-term goals, both long and mid-range strategies have been identified. For each goal, at least one long-term (5 year) strategy and several mid range strategies have been identified. Long-range strategies are intended to support the goal on an ongoing basis and will change infrequently. Mid-range (3-year) strategies are geared to support the 3-year Institutional Priorities (found in the Estrella Mountain strategic plan) that are updated each year at the Annual Leadership Council Retreat on the Strategic Plan. Thus, the strategies found in this plan may change to reflect any changes to the Institutional Priorities. The long-term and mid-range strategies work together to make continuous progress toward achieving the college's long-term information technology goals and immediate priorities as the college grows and progresses.

In mid 2002, the strategies found in this Information Technology plan will be updated to incorporate recommendations from the E-Learning Task Force as well as the updated Strategic Plan. The E-Learning Task Force was commissioned by the college president to research E-learning issues and make formal recommendations concerning the niche Estrella Mountain should pursue.

Goal A:

Provide the necessary technology infrastructure (e.g. hardware, software, human resources) to support all learning options and programs.

Long-Term Strategy: Continuously recommend and implement appropriate changes in the technology infrastructure and staffing to support all college technology needs.

Mid-Range Strategy 1:

Link the instructional needs of faculty with the technology infrastructure.

Mid-Range Strategy 2:

Provide expanded access to resources and services for students, staff, and the community.

Mid-Range Strategy 3:

Ensure that the technology infrastructure can support the needs of the growing industrial base in the College's service area.

Goal B:

Ensure continuous funding for technology.

Long-Term Strategy: Continually identify technological capabilities aligned with the College's strategic plan, anticipate their costs, and provide for their funding.

Mid-Range Strategy 4:

Develop a technology needs and cost analysis system in anticipation of future bond elections.

Mid-Range Strategy 5:

Identify external funding resources in support of technology and develop a system to evaluate and pursue these funds when appropriate.

Goal C:

Implement a continuous and progressive learning program for technology skills for Estrella Mountain employees.

Long-Term Strategy: Provide for the initial and continuing training of Estrella Mountain employees to ensure they can fully use all the capabilities available to them.

Mid Range Strategy 6:

Develop and pilot a progressive, technology-based, skills program to ensure standard levels of competency for EMCC employees.

Key Tactics

For each of the mid-range strategies listed above, we have developed tactics that will help us successfully implement the strategy. In addition, they reflect the technology emphasis items the college will focus on over the next 5 years. These are reviewed each year and will change with current conditions and funding climate. Additionally, the status and cost will be updated yearly to provide an indication of progress.

Strategy	Tactics / Activity	Status as of 2/02
Link the instructional needs of faculty with the technology infrastructure.	Identify and communicate the existing technology infrastructure capabilities to stakeholders.	
	Develop a system for upgrading our technology infrastructure that includes linkages to the budget process.	<ul style="list-style-type: none"> • Have developed network upgrade diagram • Developed capital requests to realize the upgrade over a 3 year period
	Establish a college/district research and development collaboration to evaluate current and future trends that impact	<ul style="list-style-type: none"> • District has established a Technology Leadership Council to collaborate and share ideas

	teaching and learning.	
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	Identify ways in which faculty can integrate new technologies and learning strategies into their curriculum.	<ul style="list-style-type: none"> • E-learning Task Force will develop recommendations by April 2002
	Study the effectiveness of technology on advancing the Mission of the College and student academic achievement	<ul style="list-style-type: none"> • Direct upload of Student ID barcodes to Library system from server • Web based Advisement Sign-in system

	Ensure technology infrastructure can support streaming video capabilities	<ul style="list-style-type: none"> • Network upgrade diagram and subsequent capital requests accomplish this
	Implement videoconferencing capabilities on campus	
	Ensure all hardware and software platforms students, faculty, and staff use are kept up to date and able to fully support their needs	<ul style="list-style-type: none"> • All campus computers will be replaced at the 4 year point at the latest, sooner if needs warrant
	Explore e-books to determine their potential for use in the campus environment	<ul style="list-style-type: none"> • Beginning to explore Microsoft Reader on desktops and Pocket PC platforms • Beginning to explore Palm Reader on Palm platform
	Explore e-learning to determine its potential for this college	<ul style="list-style-type: none"> • President commissioned E-Learning Task Force to study this subject during academic year 2001-2002
Provide expanded access to resources and services for students, staff, and the community.	Identify and pilot new forms of remote access (e.g. distance learning) that supports learning options at Estrella Mountain	<ul style="list-style-type: none"> • President commissioned E-Learning Task Force to study this subject during academic year 2001-2002
	Identify the technology infrastructure needs to support new forms of remote access	<ul style="list-style-type: none"> • President commissioned E-Learning Task Force to study this subject during academic year 2001-2002
	Periodically survey users to determine remote access needs	<ul style="list-style-type: none"> • Stakeholder surveys and focus groups on this subject will be conducted as part of the E-Learning Task Force efforts
	Develop a digital messaging system throughout the campus	<ul style="list-style-type: none"> • Beginning to look at options
	Implement wireless network access throughout the campus	<ul style="list-style-type: none"> • 1st pilot project was to connect a server in the MSFT program to computers in the Commons wirelessly • 2nd pilot project was to purchase and use a wireless computer cart for classroom instruction and special events • 3rd implementation was to set up all laptops in the CTL wirelessly. Also used in a cart for classroom instruction • In the Komatke expansion, 3 wireless areas are planned: outside patio, student dining area, and Student Services

	Develop methods for getting laptop computers, handheld devices, and other forms of portable computer technology in the hands of students so they may obtain the benefits of the wireless campus	<ul style="list-style-type: none"> Title V grant has funds over the 5 year period 2001 – 2005 to purchase technology for this purpose
	Provide students software they use in coursework so they may work at home. Also provide a catalog of available software resources for them.	<ul style="list-style-type: none"> Purchased subscription to MSDN Academic Alliance which gives CIS students access to software they use in many courses. Does not include the Office programs
	Extend technical support to the evening and weekend hours on campus as the campus grows	<ul style="list-style-type: none"> Recently hired a new technician and set his hours to 10:30 AM to 7:30 PM to begin to address this need
	Provide a portal system to access the campus' network to allow personalized provision of services to the campus community	<ul style="list-style-type: none"> District has purchased the Peoplesoft Portal for administrative applications. We will evaluate this for campus use when implemented.
	Provide individual student Web page storage space on campus Web server	
	Ensure accessibility of campus computing resources	<ul style="list-style-type: none"> One computer in Commons is set up for full accessibility. We are looking at setting more up.
	Provide central repository of instructional resources (laptops, video cameras, portable projectors, etc) that may be accessed at all hours of college operation	
Ensure that the technology infrastructure can support the needs of economic development growth in the service area.	Create an advisory committee (relevant stakeholders) to assess present and future industry needs and monitor new trends in technology	<ul style="list-style-type: none"> The Information Technology Committee of Leadership Council will serve the purpose of monitoring new technology
	Pilot new business and industry programs	
	Identify budgetary requirements in support of partnership programs	

Develop a technology needs and cost analysis system in anticipation of future bond elections.	Conduct a technology needs analysis of faculty, staff, and students	<ul style="list-style-type: none"> • Basic needs are assessed during the budget and capital request development process each year
	Evaluate need for additional computer classrooms and how to optimize existing facilities	<ul style="list-style-type: none"> • Wireless carts were purchased to address this need during AY 2001-2002
	Survey employers to determine what technology skills and knowledge are needed in the workplace	
	Maintain an inventory of instructional and administrative hardware and software	<ul style="list-style-type: none"> • A hardware inventory has been developed, including classroom computer contents • A standardized Ghost image for all computers on campus has been developed
	Develop an institutional policy for hardware replacement and upgrades	<ul style="list-style-type: none"> • Computer replacement is done at least at the 4 year point, earlier as needed • Hardware upgrades (memory addition, peripheral addition, etc) are done as needed throughout the year
	Develop estimates for hardware and software costs for five-year cycles	<ul style="list-style-type: none"> • Currently, we budget for hardware and software costs one year at a time
	Link analysis to Estrella Mountain's Financial Resources and Academic Plans	
Identify external funding resources in support of technology and develop a system to evaluate and pursue these funds when appropriate.	Appoint a subcommittee to establish and maintain a database containing current internal and external funding opportunities (Federal, Foundations, Vendors, and Internal MCCD Grants)	
	Interface with Maricopa County Community College personnel for assistance	
	Identify potential technology vendor partners willing to provide support for future and continuing programs	<ul style="list-style-type: none"> • Dell Computer Corp has been supportive thus far in assisting us in using their technology and with occasional demo units

	Ensure computing faculty have appropriate certification so they are able to take advantage of cost sharing and discounts offered via industry partners (i.e. Cisco)	<ul style="list-style-type: none"> All computing faculty currently have the appropriate certifications for the courses they teach.. This fact qualified the CIS department for the MSDN Academic Alliance program.
	Coordinate efforts with the Institutional Advancement Plan	
Develop and pilot a progressive, technology-based, skills program to ensure standard levels of competency for EMCC employees	Form a joint committee with the Information Technology Committee and the Quality Service Team to address training needs in technology	
	Review previously distributed Estrella Mountain assessments on training needs and conduct new assessments as needed	
	Delineate appropriate levels of technology skills that accommodate needs of specific employee groups and functions	<ul style="list-style-type: none"> The just-started effort on IT Readiness, a project of the Occupational Education area, will assist with this
	Pilot the training program	
	Evaluate the program via user satisfaction surveys	