

Moreno Valley College
Technology Plan

DRAFT

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Table of Contents

Introduction	3
College History	3
Purpose of Plan	3
Technology Planning Team	4
College Mission	4
College Goals	4
Technology Vision	5
Technology Objectives	5
Strategy Recommendations	10
Off-Site Locations	11
(Move content to 3.H above)	12
Technology Needs Assessment	12
Technology Plan and College Planning Alignment	12
IT Replacement Strategy	13
Technology Decisions	13
Alignment with District	14
Evaluation Process	14
Future Considerations	15
Appendix	16

Introduction

College History

Moreno Valley College (MVC) is the 111th Community College in California and the dedicated faculty, staff, and administrators are here to assist students meet their educational goals. All the interested constituencies have access to general education courses getting them ready to transfer to a four year university, as well as a number of career technical programs offering associate degrees and certificates. The college is here to ensure that students will reach high levels of academic achievement and be prepared to succeed.

Purpose of Plan

Technology is a vital component of the instructional, student services, and administrative areas. One goal of MVC is to utilize all technology to provide services that support quality, personalized instruction, and leading-edge access. Effective technology use requires ongoing acquisition, maintenance and replacement of IT hardware, software, and audio/video systems as well as user support and training. The Technology Plan supports the College's commitment to excellence in education and the preparation of students, faculty, and staff with the knowledge and skills necessary to succeed. The plan further addresses the infrastructure, security measures, and usage policies.

Strategically, Moreno Valley College must align its technological vision and initiatives with campus priorities. This Technology Plan provides the roadmap for the College's future. The goal is to have students, faculty, and staff achieve the technological proficiency needed to advance teaching, learning, and communications in a diverse and rapidly changing environment.

This Technology Plan is a guide for the implementation and support of technology throughout the college. The purpose of this plan is to assist the staff, faculty, and administrations at MVC in evaluating the current and proposed status of technology at the College and to create a strategy for the ongoing integration of technology into the curriculum.

Thoughtful use of technology provides everyone with the tools needed to maximize the learning process. A constant cycle of planning, implementing and reassessing of the curriculum will ensure that students at MVC will be adept in utilizing technology as a learning tool, while providing College personnel the appropriate training and resources to achieve this goal.

Technology Planning Team

MVC's [Strategic Planning Council \(SPC\)](#) is composed of four Sub-Committees. The [Technology Resources Advisory Group \(TRAG\)](#) currently reports to the Resources Subcommittee of the SPC. TRAG is the main team making technology-based recommendations and plans for the College. TRAG membership includes representation from all constituencies at MVC. TRAG consistently requests input on technology needs and usage and seeks practical input and solutions from the College in general.

College Mission Statement

Moreno Valley College inspires, challenges, and empowers our diverse, multicultural community of learners to realize their goals; promotes citizenship, integrity, leadership, and global awareness; and encourages academic excellence and professionalism.

To accomplish this mission, we provide comprehensive support services, developmental education, and academic programs leading to:

- Baccalaureate Transfer
- Associate Degrees in Arts and Sciences
- Certificates in Career and Technical Education Fields
- Post-employment Opportunities

College Goals

MVC's goals reflect our commitment to accountability and to the measurable review of academic, planning, and college viability. The goals are as follows:

- College Goal 1: Academic Programs
- College Goal 2: Student Services
- College Goal 3: Life-Long Learning
- College Goal 4: Resource Development
- College Goal 5: Technology
- College Goal 6: Professional Development
- College Goal 7: Facilities
- College Goal 8: Student Learning Outcomes

The current Integrated Strategic Plan 2010-2015 (Revised) and its goals are being reviewed and will be updated to reflect MVC's plans starting in the 2015-2016 academic session.

Technology Vision

Our vision paints a vivid picture of the seamless integration of teaching, learning, and administration through electronic/visual communication. This results in the sharing of knowledge and information content occurring almost effortlessly through a convenient access point. In addition, MVC envisions a diverse community that is actively engaged in frequent interaction with electronic media where the need to strengthen technology in and outside the classroom is important to all. Embracing technology helps build a greater learning environment overall.

This Technology Plan is based on the following three principles:

1. Technology should support and enhance the instructional, teaching, learning, and administration processes.
2. Technology planning must be an ongoing part of the College's overall planning process.
3. Technology training needs to be ongoing and integrated into all functions of the College.

Technology Goals and Objectives

Technology goals must have a rationale for the benefit of the college. MVC works towards these goals by keeping the college goals as a guide to make sure all decisions are aligned with the overall goal of benefiting students, faculty, and staff.

- 1. Develop and implement college-wide technology procedures & standards.**
 - a. Create a secure infrastructure (security, network structure, Network Operations Center-NOC) to meet the needs of students, staff, and faculty. MVC is committed to creating a comprehensive technology department to better serve all end-users. In coordination with district entities (e.g. Information Services, Open Campus, Strategic Communications and Relations), MVC strives to establish methods and open practices meeting the needs of the College. Through the management of technology services and processes, MVC along with the Technology Resources Advisory Group (TRAG), College and district administration will work to build a secure campus-based technology department. MVC will commit to and adopt technological innovations through a commitment of financial support, time, software, hardware, and other resources. IT services need to be housed on campus when technically feasible. One

- way to reach these goals will be facilitated by a new building, the Network Operations Center (NOC).
- b. Equipment: procurement, replacement, upgrades, maintenance, evaluation of appropriate technology purchases and utilization (See attached procedures). Storage Area Networks (SANs), Wireless Access Points, Local Area Network (LAN) and Wide-Area Network (WAN) infrastructure should be centralized, maintained, upgraded and secured. Servers to be hosted on-site to provide faster access and technical support when needed. Network Software programs will also need to be maintained, upgraded, strengthened, and secured to meet a rapidly changing technological environment.
 - c. Prioritize technology initiatives and formal project management with clear outcomes identified. The Technology Resources Advisory Group in coordination with academic disciplines, departments, and programs will review campus Technology projects, proposals, and requests prioritizing initiatives regularly. Project goals and objectives must meet long-term goals of the College and technology plan. Outcomes must be clearly defined and tracked with data/evidence collected and evaluated. Institutional priorities, technology directions, student needs, and usage trends will be used to create criteria for the prioritization of technology initiatives. This will drive the application of technology solutions on a campus-wide basis.

Procedures and standards currently in place can be found in the appendix section.

2. Provide an Annual Technology Budget.

- a. Appropriate annual funding for advancement of technology as it applies to computer hardware and software to meet industry standards. MVC supports technology in the budget planning process by providing an annual base budget for technology through the planning process at MVC. Appropriate funding supports the MVC Technology department, provides appropriate campus wide technology support and services, and continues to advance technology to meet the needs of our students. MVC commits to an annual technology budget in order to meet the needs of teaching, learning, and administration and to prepare graduates for the future.

- b. Maintain and support the Technology Resources Advisory Group and MVC Technology departments as primary technology standards and advisory groups. Utilizing TRAG in coordination with MVC's Technology departments and District entities provides a seamless transition in MVC's technology budget allocations allowing proper utilization of related district-based services.
- c. Develop and implement Technology cost effective standards (inventory and cost analysis). MVC conducts a complete inventory of all equipment and hardware while completing a cost analysis of usage. MVC Technology department audits software/hardware licensing and inventory.
- d. College specific processes identify appropriate management and support including network and desktop resources, software and other hardware that is needed.
- e. Based on current needs, increase outside funding through bonds, grants, partnerships, and foundation partnerships. Increased grant funding and other increased fiscal resources will provide additional resources for infrastructure, hardware, training, staff, materials, software, facilities, and other technology throughout the campus. This process includes coordination with District IT.

Current inventory of equipment and contact information can be found on the appendix section.

3. Improve & Increase Faculty, Staff, and Student Access to Information and Related Technology.

- a. Network reconfiguration to meet college-specific needs providing equal access, up-to-date services, and a more robust, easy-access wireless environment. Reconfiguration of current network services would allow MVC to adopt its own designs.
- b. Access on and off campus allowing for greater outreach of technology services. Train staff and faculty members to access resources from off-campus.
- c. Conduct technology workshops throughout the year focused on staff/faculty to allow them to better use these resources. Provide training that teaches content based on surveys or feedback from staff and faculty.
- d. 24/7 access to services through a one-stop portal for all users (students, staff, faculty):

- i. Support and troubleshooting (web-based)
 - ii. Tutorial and self-help modules
 - iii. Counseling
 - iv. Library/Learning Resources
 - v. Web-based applications
 - vi. FAQs
 - vii. Collaboration
 - viii. Multimedia
- e. Monitor industry trends in technology and their potential applications to teaching and learning. Stay current with technology trends that will allow students to stay on top of technology's cutting edge and serve them the ways they will be most likely to listen and become active. In addition, remaining current on new technology instructional learning approaches and their integration into the curriculum. Program review will drive this process. Academic departments and disciplines will determine specialized technology needs with the assistance and expertise of MVC Technology department.
- f. Technology awareness plan – “showcasing” internal and external technology use and talents. MVC must begin to evaluate levels of access to learning technologies, develop and implement best practices models in labs, and integrate a technology component into every course/program.
- g. Increase distance learning opportunities and create an e-learning environment. Make online classes more available and show the community the many advantages of taking online classes. Work closely with the MVC Distance Education Committee and RCCD's Open Campus.
- h. Professional development opportunities. Planning, securing resources, and implementation of a plan to train and educate all users is a must when working with technology. Users must have access to:
 - i. Technology literacy
 - ii. Web-based training site for professional growth
 - iii. Online and onsite technical support for use of technology
 - iv. Train faculty in teaching using technology-mediated learning
 - v. Develop high quality technology-mediated learning materials
 - vi. Best practices related to technology learning including ongoing and current information to all staff and faculty about what technology is

- currently available throughout the campus and District and how to access it.
- vii. Staff and faculty surveys (training needs, use of technology).
 - viii. Identify technology skill levels and needs for future training of faculty and staff by working closely with both the Faculty Development and Professional Development Committees.
 - i. Improved access and sharing of student data: Information on assessment, enrollment status, educational goal, counseling, prior coursework, and other available data will enable educators to better meet the student's needs. Advances in information technology should be leveraged to grant administrators, faculty, and staff easier and instant access to information on students. Family Educational Rights and Privacy Act (FERPA) limitations on access will continue to be enforced to protect students' rights and privacy.

4. Improve and Increase Community Outreach through Technology.

- a. Continually strive to have a user friendly, interactive, and informational website. This resource will become a powerful tool to reach students, community, and other partnerships. MVC's website will be interactive and entertaining; a virtual campus "fact book"; and engage targeted community, prospective and current students, faculty, and staff.
- b. Access information on campus, programs, and services: In conjunction with District resources (e.g. Open Campus, WebAdvisor, Faculty Development), MVC's website will display different options when a prospect student is looking for certificates, services, and programs the college has to offer. MVC's website will allow for extended outreach to the community and future students.
- c. Public access to MVC updates, news, community events, etc. The website will be a centralized location or provide references to major aspects of the college's life: accreditation standards and information, Measure C bond information and updates, services to the community, satisfaction surveys and comments, data and performance tracking, and resources and referrals.

5. Improve Operational Efficiency and Communication through Automation.

- a. MVC is committed to improving workflow while implementing cost-saving policies and standards through creating an automated chargeback system, leveraging technology through network capabilities (copies, printers, scanners, etc.), and developing and implementing a plan for providing the appropriate technology to effectively support campus operations.
- b. A unified portal for quick access to personalized information and services under a one-stop shop. By having a portal, all points of contact will be at a centralized location that should make most functions and services easy to access (i.e. updates of records, counseling appointments, review of schedules, and many other simple tasks). Providing a portal framework allows for single sign-on capability and customization of content and services for students, faculty, staff and alumni. In addition, the portal will provide support technologies that facilitate other means of communication (such as blogging, instant messaging, texting, message boards). Other areas that will benefit greatly are all the Strategic Planning Subcommittees (for example, they can share agendas, provide meeting minutes in one place, and take surveys online).
- c. Develop a plan that assists in a framework that enables end-users to document effectiveness measures and displays online results. The Information portal will provide students, faculty, staff, and community members' direct access to data, outcomes, and general campus information by creating an MVC data structure through a searchable web-interface.
- d. Video Conferencing: Provide students, staff, faculty, and administrators the ability to participate in and host video conferences. This service will greatly reduce the number of hours needed to drive from one college to another and save resources.

Strategic Recommendations

The Technology Resources Advisory Group has several recommendations to accomplish the college's goals. These include:

1. Review and update the College's technology plan annually (including all technology, information systems, hardware, web development,, and audio visual)

2. Continue an active relationship between TRAG and all other subcommittees on campus and within the District to provide assistance, plan and design, and align the college's goals with its technology use.
3. Create processes for addressing the need for proven and cutting edge technology as well as the need for an organizational structure that incorporates technology. Create a "Policies and Procedures" document for all technology-related projects that gives departments and users a starting point to request the needed equipment, support, and services for their area.
4. Conduct an equipment audit by program to determine what equipment is currently in use, what the maintenance schedule should be, when it will need to be replaced, and what equipment will need to be added to provide adequate technological resources.
5. Create specific budget lines for technology, both hardware and software, technology support, and a commitment of funds for innovation and training in order to maintain MVC as a leading institution of higher education.
6. Support a college-based Technology department by assessing current technology staffing capacity and hire additional support as needed.
7. Leverage partnerships to secure advanced technological equipment and to standardize the purchasing process of technology including maintenance and service level agreements.
8. Identify administrative functions that could become "paperless" (e.g., inventory, mailing lists, paperwork).
9. Align Technology systems with college needs and District Services.

Off-Site Locations

Moreno Valley College must be inclusive of its off-site locations in order to provide students, staff, and the community the same level of service to facilitate the learning process.

In order to serve these locations, the Technology Plan addresses these basic characteristics:

- Take into consideration that every off-site location has its unique needs for service, including, but not limited to infrastructure, on-site technical assistance, and access
- Services to students must be the same regardless of their attendance location for classes, programs, and/or services
- In order to address the basic and unique needs of off-site locations, permanent financial support must be in place

- Seek input and feedback from staff at these locations

As of this writing, the Ben Clark Training Center is the only off-site location supported by MVC.

Technology Needs Assessment

A constant assessment of what is currently available and needed is important to plan for current and future needs of the all entities at the college. This assessment will include periodic maintenance and replacement planning to ensure proper function of all technology in and outside the classroom for end-users.

This assessment is intended to help members of the Technology Resources Advisory Group to make recommendations based on findings that will allow decision makers to coordinate the deployment of resources to meet the needs of the College.

Collected data will assist in planning and improving uses of technology in the teaching and learning process. Surveys to all constituencies regarding current use and needs related to technology will be distributed on an annual basis and data collected will serve as a tool to assess the college-wide needs.

Data collected through the Technology Visioning Sessions in spring 2014 will be used to assess current resources and needs and to implement recommendations made for facilities, infrastructure, and organization. See [Technology Decisions](#) section also.

Assistance and guidance to collect proper data will be implemented with assistance from the college's Institutional Effectiveness office.

Most recent data collected through the Technology Surveys, RCCD IT Audit, and Technology Visioning Summary can be found on the appendix section.

Technology and College Planning Alignment

This plan has at its core the integration of Technology Planning with the institution's planning process. TRAG members and college personnel are aware that communication and cooperation is necessary in order to properly plan and make decisions regarding

technology. Adhering to the shared planning process by all constituencies is a must, therefore alignment with the overall strategic planning at MVC will reflect the commitment of all to better serve our students, faculty, staff, and community.

To accomplish this important process, TRAG follows the MVC's [Strategic Planning Council Motion Flowchart](#).

TRAG recognizes that “planning drives resources allocation,” therefore, proper alignment with the College’s shared governance process and acquisition of resources is articulated clearly through the Resources Subcommittee and the Strategic Planning Council.

IT Equipment Replacement Strategy

Lifecycle Management is the process by which the life of information technology equipment is determined and managed. This technology plan has as one of its main priorities to design, secure resources, and implement a plan to properly keep technology up to date at MVC.

IT equipment includes, but is not limited to, desktops, laptops, A/V devices, multimedia presentation, printers, and network infrastructure.

Internal note: See the sample “[lifecycle replacement strategy](#)” and “[lifecycle replacement plan](#)”.

Technology Decisions

Recommendations and decisions at MVC are driven by the needs reported by all constituencies through the Program Review process and reviewed by their respective units, Instructional, Student Services, and Business Services.

TRAG follows MVC’s Strategic Planning process to make sure there is transparency throughout the entire process and to enable all groups to share ideas and solutions to enhance the learning process at MVC. Examples of a shared governance process in action are the [rubrics used for reviewing program reviews](#). [Faculty, staff, and administration share in the responsibility of reading and evaluating program needs through program review](#).

Students, faculty, and staff technology surveys are also conducted to gather input from all constituencies. Feedback from all groups allows TRAG to know what the needs and challenges are at a specific period

of time, including what works and helps end-users on their daily tasks using technology. Survey results can be found on the [TRAG page](#).

In spring 2014, an IT consulting firm was hired to assess current learning technology at MVC. Research included:

- background information
- current conditions
- technology visions
- recommendations for technology, facilities, infrastructure, and organization

The report can be found on the [TRAG page](#).

Alignment with District

MVC adheres to guidelines and regulations set forth by the district's IT department, while allowing personnel and staff onsite to perform duties without hindering their effectiveness.

One of the major guides for such alignment has been the [RCCD IT Audit Report](#). Recommendations previously made and current needs are being discussed and, when approved by the respective Colleges, will be implemented to align College and District guidelines.

The district has also implemented an RCCD [Information Technology Strategy Council \(ITSC\)](#) to provide a collaborative forum to advise and inform the Chancellor's Executive Cabinet and the District Strategic Planning Committee in setting priorities and making strategic decisions involving the provision of information services and technology at the district and its three colleges. MVC has representation and voting members at the ITSC.

RCCD is currently working on a District Technology Plan that envisions including needs and support requests from all Colleges and services as a resource to properly allow Colleges to move forward in their quests to keep technology updated and available to all end-users. [Visit the RCCD Information Services site](#).

Evaluation Process

The Process and accountability measures will be used to regularly evaluate technology goals, objectives, activities, resources, and services include:

- The number of curriculum areas in which classroom computers are integrated

- Specific student projects that incorporate new technology
Annual technology surveys of faculty, students, and staff for needs and improvements

At the conclusion of each academic year, the TRAG will meet to review these evaluations. They will utilize internal evaluation criteria to ensure the validity of the Technology Plan and determine the need for additional resources. The plan will be assessed and revised to provide an accurate representation of current technology needs and progress at MVC.

Future Considerations

Technology education is an important component to realizing the mission of MVC, providing students and employees with the tools necessary to succeed in whatever endeavors they choose to pursue. MVC will make strategic investments in technology to support student learning, professional development, and administrative operations.

It is important for the college as a whole to constantly revise and research new technologies that might assist in the teaching, learning, and support processes and help end-users with their daily tasks.

Appendix

This section is devoted to all information that, by its nature, will change and needs to be updated on a regular basis.

<NOTE: the [Addenda to MVC Technology Plan](#) document can be included here>