

Contra Costa College  
Technology Strategic Plan  
2008-2014  
(Updated 2013)

The Technology Committee  
Contra Costa College

## **Introduction**

The Technology Strategic Plan provides the blueprint for the acquisition and implementation of technology at Contra Costa College. It is developed through the Technology Committee and carried out by the Technology Services Department at the campus. The components of this plan include a general description of the Technology Committee and its role(s), a description of the development process of the strategic plan, strategic goals, specific tasks to satisfy the strategic goals, and a timeline for implementation.

## **The Technology Committee**

The Technology Committee is made up of representatives of the constituent groups at Contra Costa College (i.e. Students, Faculty, Classified, and Management). It reports to the Operations Committee, a sub-committee of the College Council (the decision making body of the college). The Committee makes recommendations on computer and telecommunication technology and policy. A list of committee members and their positions can be found later in this document.

## **Description of the Development Process**

The committee started the process by evaluating the existing Technology Plan initiatives and determined that they had been completed satisfactorily. We remain focused on developing ideas about how technology plays a part in the college community. The ideas are grouped into the following categories: access, training, equipment, services, and instruction. We will continue to develop and conduct surveys

to help discover the needs and proficiencies of the college community. From survey data and through discussion, the committee develops and refines the technology mission and strategies. The Technology Plan is approved by the College Council and implemented by the Technology Services department.

In 2013, the technology committee updated the plan to extend its term into the next college-wide strategic planning cycle. The revised plan includes strategies and provides direction for technology improvements until the next cycle in 2014.

### **Strategies**

Our strategies focus on three categories: training, applications and services, and standards and policies. From these categories come the following strategic statements:

1. Facilitate learning through staff training leading to increased student access to technology
2. Develop applications and provide technical services to the college community in support of the college mission
3. Develop and update standards and policies regarding the use of technology in support of the college mission

### **Action Plan**

The technology committee develops specific tasks for each strategy and the criteria for evaluating the intended outcomes. The tasks are as follows:

1. Facilitate learning through staff training leading to increased student access to technology
  - Maintain the current level of training opportunities

- Recommend to College Council an increase in release time from 20% to 50% for the Professional Development Coordinator
  - Provide training on the use of the Portal and College website
2. Develop applications and provide technical services to the college community in support of the college mission
- Encourage the use of technology to streamline workflow such as the creation of online absence reports and office hour forms
  - Implement a new college website that is more functional, up-to-date, easier to maintain, more accessible, and template-based
  - Implement server virtualization
  - Maintain and grow virtual server environment
  - Collaborate on the creation and implementation of the District-wide Strategic Infrastructure/Telecommunications Plan
  - Implement desktop virtualization
  - Replace Administrative Computers
  - Upgrade Computer Labs
  - Develop or implement web applications to manage the course/curriculum approval workflow, an SLO tracking system, and a new online searchable schedule
  - Build a website for the Technology department including links for technical support
3. Develop and update standards and policies regarding the use of technology in support of the college mission

- Develop online publishing standards and verify compliance of current website(s)
- Update current standards and policies as needed
- Re-evaluate campus print management system
- Develop a computer replacement strategy
- Develop software licensing guidelines

**Timeline**

The term of this plan is 2008-2014. Here is the timeline:

<b>Action</b>	<b>Completion date</b>
Provide training on the use of the Portal and College website	Ongoing
Encourage the use of technology to streamline workflow, such as the creation of online absence reports and office hour forms	Ongoing
Implement a new college website that is more functional, up-to-date, easier to maintain, more accessible, and template-based	Launched 3/2010, updates are ongoing.  The college is preparing for a redesign to the website.
Implement server virtualization	Completed
Maintain and grow virtual server environment.	Ongoing

Implement desktop virtualization	After a six-month pilot, it was found that the desktop virtualization technology of the time could not meet the requirements of the college, which led to the replacement of computers listed below.
Replace Administrative Computers	275 office desktop computers were upgraded between January 2012 and June 2013. Completed
Upgrade Computer Labs	<p>The three of the oldest supported computer labs at the college will be upgraded.</p> <ul style="list-style-type: none"> <li>• Art and Music Lab – Completed August 2013</li> <li>• Physical Sciences Lab 107 – Upgrade Spring 2014</li> <li>• Computer Technology Center 131 – Upgrade Spring 2014</li> </ul>
Collaborate on the creation and implementation of the District-wide Strategic Infrastructure/Telecommunications Plan	<p>Plan completed February 2009</p> <p>Implementation began May 2011</p> <p>The college network and phone system were upgraded in Fall 2013. The project brought campus-wide wireless networking, new and redundant high-speed network</p>

	connectivity, and a new VOIP telephone system.
Develop or implement web applications to manage the course/curriculum approval workflow, an SLO tracking system, and a new online searchable schedule	Course/curriculum approval workflow system (CurricUNET) - Completed Spring 2014 SLO tracking systems – Mid 2014 New online searchable schedule – Completed Spring 2012
Build a website for the Technology department including links for technical support	Completed. Updates are ongoing.
Develop online publishing standards and verify compliance of current website(s)	Ongoing
Update current standards and policies as needed	Ongoing
Re-evaluate campus print management system	Begin investigation 2014
Develop a computer replacement strategy	Beginning in Spring 2014
Develop software licensing guidelines	Beginning in Spring 2014

## **Technology Committee Members 2013-2014**

Chair: James Eyestone - Manager, Technology Services

Michel Arnold - Professor, Psychology

Javen Bradshaw - ASU Student Representative

Nick Dimitri - Supervisor, Business Services

Ellen Geringer - Professor, Library Coordinator

Brandy Gibson - Adjunct, Faculty/Skills Center

Michele Jackson - Staff, Marketing and Communications Coordinator

Katherine Krolkowski - Professor, Biological Science / Biotechnology

Ellen Seidler - Professor, Media Communication Arts

Thomas Murphy - Professor, HPC/CIS/Comp Department(s)

Mark Williams - Staff, Computer Center Coordinator