



Technology Master Plan 2016–2021

Adopted Fall Term 2016



IRVINE VALLEY
COLLEGE

Table of Contents

Acknowledgments	3
Introduction and Overview	4
IVC Vision Statement	4
IVC Mission Statement	4
College-Wide Goals	4
Background Spring 2010	5
Background Spring 2015	6
The Process	6
IVC Technology Services Mission, Goals, and Objectives	6
Technology	6
Location	6
Services and Support	7
Technology Domains	7
Governance	7
Applications	8
Network and Infrastructure	8
Operations and Support	8
2016-2021 Technology Objectives and Action Steps	9
Governance	9
Applications	9
Network and Infrastructure	10
Operations and Support	11
Annual Planning and Decision-Making Timeline	12

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Important participation in this process was provided by the following individuals:

Cathleen Greiner, Dean, Online and Extended Education and Co-chair of DETF

Bruce Hagan, Director of Technology Services and Co-chair of TATF and DETF

Celina Lee, Instructional Librarian

Roopa Mathur, Professor of Business Sciences, Co-chair, TATF, and Co-chair of DETF

Amy Stinson, Professor of Earth/Marine Science and DETF Co-chair

Amanda Turner, Senior Administrative Assistant

And all college personnel who contributed to the Technology Plan Open Forum in October 2014.

Introduction and Overview

Irvine Valley College (IVC) is a part of the South Orange County Community College District. The college serves approximately 15,000 students annually and provides a wide range of associate degrees, certificates, and other educational opportunities.

Technology plays a key role in a student's education from online registration, to computers in classrooms, to back-office systems that support student services. These systems are used extensively throughout the campus and online. As stated below, one of the goals of the college is to, "promote students' success by enhancing the teaching and learning environment." The technology (Tech) plan outlined in this document is designed to augment and align with the college's vision, mission, and goals and form the basis for an open and visible technology planning process in the next five years.

IVC Vision Statement

Irvine Valley College is a premier educational institution that provides students avenues for success through exceptional services and dynamic partnerships.

IVC Mission Statement

Irvine Valley College is committed to student success. The College is devoted to student learning and success through exemplary and integrated teaching and support services, effective stewardship, and continued accessibility in a diverse community.

College-Wide Goals

1. IVC will foster an environment characterized by creativity, innovation, respectful interactions and collaboration.
2. IVC will promote students' success by enhancing the teaching and learning environment.
3. IVC will advance economic and workforce development through regional partnerships with educational institutions and industry and by strengthening career technical education.
4. IVC will strengthen long-term financial health and institutional effectiveness through integrated planning and resource allocation.

Background Spring 2010

The development of Irvine Valley College's Technology Plan began during spring term 2010. A workgroup was created under the auspices of College Council with the goal of developing a technology plan for the college. The workgroup consisted of twenty-two members of the college community able to represent the interests of students, faculty, and staff.

Following the technology planning kickoff meeting, a series of meetings were conducted by members of the workgroup, staff, and representative bodies. From these meetings nearly ninety pages of observations, strategies, ideas, and thoughts were identified and recorded. The ideas of the various meetings were consolidated into a manageable document which formed the basis of an all-day planning retreat conducted April 16, 2010.

From this retreat, the workgroup identified four "organizational imperatives" regarding technology:

- The Mission to Serve Students
- Technology & Tools
- Location
- Service (Help Desk and Student Services)

Figure I shows the relationship between the central "Mission to Serve Students" and the other imperatives.

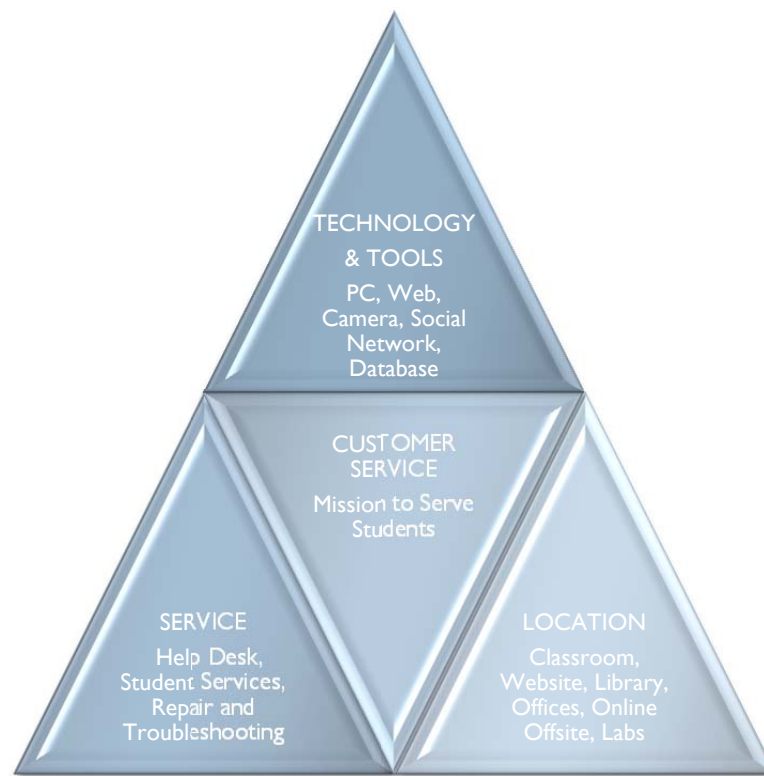


Figure I Relationship Between the "Mission to Serve Students" and Imperatives

Background Spring 2015

The IVC Tech plan was updated during Fall 2014 and Spring 2015. The Technology Advisory Task Force (TATF) was charged with the review and solicitation of updates to the existing plan. This update process included two college-wide Open Forums in October 2014. There was also an electronic forum that was used for gathering input for the new plan. In addition, the Co-Chairs of TATF, Bruce Hagan and Roopa Mathur, attended and incorporated ideas from many committee meetings including: Distance Education Task Force (DETF), Academic Planning and Technology Committee (APTC), Academic Senate Representative Council, Associated Students of IVC (ASIVC), and other decision-making committees. All members of TATF and DETF were invited to join a workgroup of TATF which was assigned the task of updating the Technology Plan. All input from these meetings can be found at [here](#).

The Process

The input received from these meetings and forums were categorized into four technology domains using a thematic approach. The four technology domains are:

- Governance
- Applications
- Network and Infrastructure,
- Operations and Support

The objectives for each of the technology domains were reviewed and updated as needed. The main strategies for each objective were derived from college-wide input.

IVC Technology Services Mission, Goals, and Objectives

The mission of IVC Technology Services is to serve the students, faculty, and staff of IVC. Central to all college activity is the goal of providing the highest possible educational experience to Irvine Valley College's students. In order to achieve this goal, Technology Services will continue to support faculty and staff. This Technology Plan is the foundation to enable Technology Services to remain current with emerging technologies. The multi-year plan focuses on innovation in order to efficiently meet increasing capacity requirements while exceeding the responsive service and support the campus is accustomed to today. The Technology Services objectives are to help faculty and staff improve student success and achieve efficiencies. Achieving the mission, goals, and objectives require the appropriate technology, regardless of location, with excellent services and support.

Technology

To enhance its educational processes, Technology Services must design innovative solutions, which may consist of hardware, applications, and networking.

Location

Irvine Valley College provides educational technology services and support at the primary campus, at ATEP (Advanced Technology and Education Park), and via online education modalities. It is important to student success that it provide technology services and support that are both location specific and location agnostic.

Services and Support

Technology services and support are key components to helping students achieve their educational goals with the technologies available to them. Faculty and staff also need services and support to assist students in successfully meeting their educational goals.

Technology Domains

Four technology domains drive the effectiveness with which Technology Services can meet the organizational imperatives.

- Governance (*respectful interactions and collaboration*)
- Applications
- Network and Infrastructure
- Operations and Support

The mission, goals, and technology domains support the effective use of technology at Irvine Valley College, as shown in Figure 2.



Figure 2 Mission, Goals, and Technology Domains

Governance

To achieve the mission and goals stated above, IVC Technology Services interacts respectfully and collaboratively with District Information Technology (IT) and Saddleback College IT. In addition, IVC

Technology Services receives guidance and input from IVC planning and decision-making committees, including:

- Technology Advisory Task Force (TATF)
- Academic Planning and Technology Committee (APTC)
- Academic Senate Representative Council (AS)
- Budget Development and Resource Planning Committee (BDRPC)
- Strategic Planning and Accreditation Council (SPAC)
- Distance Education Task Force (DETF)
- Institutional Effectiveness Committee (IEC)
- Student Success, Access, Matriculation, Marketing and Outreach Committee (SSAMMO)

Applications

Applications include two components – purchased applications and internally developed applications. Purchased applications refer to software such as Microsoft Office, Adobe Acrobat, etc. Application development refers to systems and services created by Technology Services that serve campus needs. These software systems may be either public or private; they may depend on Internet technologies.

Network and Infrastructure

Technology Services provides network and infrastructure necessary to sustain reliable systems and services. This includes computers, phones, Internet, Intranet, classroom technologies, and connectivity,, all being core functions in order for instruction, administration, and student services to meet student success goals.

Operations and Support

Technology Services delivers integral operations and support for the college. Critical services provided by service desk support everyday operations of the college; this includes:

- training
- responsiveness to issues
- being proactive in keeping hardware and software current
- providing access to new technologies and software applications

These four technology domains drive IVC Technology Services in order to meet the mission, goals, and objectives of the Technology Plan.

2016-2021 Technology Objectives and Action Steps

The following sections outline the objectives identified in the planning process across the five technology domains to be achieved during the technology plan's time horizon. The action steps below will be updated yearly to show progress, completion, and new additions, which align with the objectives.

Governance

Objective: Use the governance structure to guide technology activity and insure high levels of service.

Action Steps:

- Create standards for hardware and software and a process for updating standards
- Provide IVC with tools and services to allow for better and more accurate decision making abilities
 - Ensure Technology Services embraces Social Media where possible
 - Implement a Project tracking solution to allow for visibility into statuses and workload for Technology Services
 - Ensure District Services shares access to data for Technology Services to build and implement dashboards for better decision making
 - Implement a data reporting system to allow for end-user building of custom reports that include SIS and other campus data
- Continually review Technology plan for proper alignment to IVC and District Goals and Objectives

Applications

Objective: Develop technology solutions that improve efficiency and augment classroom instruction regardless of location and time.

Action Steps:

- Replace paper-based forms with electronic versions routed using workflow
 - Provide expertise and resources to enable departments to reduce paper usage, create electronic forms and workflows in order to increase efficiencies
- Evaluate the use of alternative computing devices in the classroom, library, learning center, and labs – electronic devices and online resources
 - Increase resources to allow for more e-books and online tools for 24/7 support of students with Library needs
- Expand the use of video technology in classroom instruction, tutoring, and intra-District communication
 - Evaluate and implement a system for storing and streaming instructional and institutional audio/video media
 - Provide access to IVC TV via digital streaming and on-demand systems.
 - Integrate lecture capture into all classrooms. Provide the secure storage of content and live/on-demand streaming.
- Improve marketing, outreach, campus communications, and emergency notification
 - Provide an integrated digital signage solution for campus emergencies, while allowing the different location to manage content relevant to their specific needs.
 - Improve or replace the college kiosk system

- Evaluate, develop, and implement effective systems for campus-wide use that would support innovation and campus efficiencies; these may include systems for tracking and reporting Student Learning Outcomes, SARS, and Curriculum.
 - Ensure SLO, Program Reviews and AUO's are integrated into resource allocation and other reporting systems.
 - Investigate new alternatives to current curriculum application to replace with a new system or enhance to provide better service
 - Evaluate and implement a new positive attendance system that is web centered and offers improved workflows for instructors submitting positive attendance records
- Continue to evaluate the college's web presence
 - Gather data analytics on IVC external and internal sites and provide data to allow departments to adjust sites to perform better for students.

Network and Infrastructure

Objective: Provide a secure and reliable environment to support students, faculty, and staff.

Action Steps:

- Enhance the college's use of technology refresh to inspire innovation for student success.
 - Ensure that Desktop and Classroom Refresh money from Basic Aid includes all relevant hardware used for instruction. Clickers is an example
- Improve the college's business continuity plans and systems
 - Implement a disaster recovery solution that allows for pre-determined services to be available directly after an emergency. Ensure that all critical systems are backed up offsite to allow for restoration to an alternate location
 - Ensure that the email system meets the X law requirements for maintaining data for 7 years.
 - Allow for unlimited mailbox storage and
 - Implement an emergency response system which includes notification via phone, text, email, social media, emergency poles, digital signage, etc.
 - Ensure all classroom and related office support systems are backed up.
 - Ensure that all critical network systems have sufficient runtime to enable the phones and other emergency equipment to remain operational in the event of an emergency, including the ability to remotely monitor.
- Continue to evaluate and implement the use of virtualization technology
 - Integrate Desktop and Application Virtualization to allow students access to labs and computers regardless of direct access to campus computer labs
 - Provide a storage solution to allow faculty and staff access to their data regardless of location, time, and device.
- Evaluate and implement network security, including AAA (authentication, authorization, and accounting), for both wired and wireless devices
 - Provide a layered security system to ensure the campus systems and services are not harmed.
 - Increase Wi-Fi to allow for greater density and availability while maintaining high speeds.
- Expand the use of instructional electronic devices in the classroom, library, learning center, and labs.
 - Work with OOI office to determine new computer lab locations and work to increase labs each year.
 - Provide a solution to allow for the easy setup and breakdown of portable computer labs.

Operations and Support

Objective: Provide excellent support and service to Irvine Valley College's technology consumers.

Action Steps:

- Evaluate and implement an effective and efficient online "Help Desk" ticketing system
 - Improve the level of Help Desk phone support
 - Develop metrics of Help Desk activity and responsiveness
 - Provide a better Service Desk solution to allow for an increased automated workflows, Self-help solutions and provide access to other support areas for their own Service Desk needs
- Create an Online Education training and instructional design center for faculty
- Expand training for SharePoint and the use of its content management components
- Provide continual professional development opportunities and resources for faculty and staff to support student success
 - Create an orientation for newly hired employees that will provide them all the necessary equipment and accounts to be proficient and productive on their first day of work.
 - Provide anytime anywhere online training for faculty and staff professional development.
 - Provide access to online and classroom training for Professional Development of faculty and staff. Continually enhancement to the current professional development system to provide all constituency areas on campus the best Professional Development system.
- Provide professional development and support so that all instructional materials meet accessibility guidelines including captioning, book conversions, universal design, etc.
- Ensure Technology Services staffing is able to support the continued expansion and innovation of campus technology.
 - Increase Technology Services staffing to support the growing campus for new buildings and new classrooms.
 - Increase Technology Services staffing to support the growing campus for increasingly complex computer labs.
 - Increase Technology Services staffing to support the growing campus for campus need of developing automation and efficiencies.
- Implement a software delivery system to increase efficiencies.
 - Deliver software and updates to desktops automatically without having the need for any user intervention.
 - Create an application store to allow employees to install standard applications.

Annual Planning and Decision-Making Timeline

An important component of the technology plan is to insure its ongoing review and modification on an annual basis. The annual review of the plan and any subsequent updates to the plan are the responsibility of the Technology Advisory Task Force and are designed to align with the colleges budgeting process. This insures funding is available to complete activities outlined in the plan.

September	Review plan accomplishments from the previous fiscal year.
October	Draft strategies for upcoming projects and submit to appropriate strategic committees.
November /December	Develop and update a draft technology plan for the upcoming fiscal year.
January/February	Finalize and approve any adjustments to the adjusted IVC Technology Plan.
February/March	Insure plan objectives that require additional financing are included in the budget process and are processed through the appropriate IVC planning and decision-making committees.
March/April	Consult with Academic Chairs regarding resources for the next academic year. Finalize funding decisions.
June/July	Funding from the adopted budget for new and ongoing technology costs becomes available.