Campus Technology Strategic Plan 2010-2013

San Bernardino
Valley College

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San Bernardino Valley College

San Bernardino Valley College (SBVC) is a comprehensive community college offering a full range of degrees, transfer programs to four-year institutions, and certificates in a wide range of careers. Fully accredited through 2014, SBVC is a regional leader in career and technical education with programs in nursing, human services, automotive, machine trades, welding, electrical, and dozens more. Weekend, online, evening, short-term, and distance-learning classes are available along with classes in Big Bear. The SBVC mission is to provide quality education and services that support a diverse community of learners. For more information, visit www.valleycollege.edu, follow campus news on Facebook and Twitter, or call (909) 384-4400. The college is located at 701 S. Mt. Vernon Avenue, San Bernardino, CA 92410.

Vision

San Bernardino Valley College will become the college of choice for students in the Inland Empire and will be regarded as the "alma mater" of successful, lifelong learners. We will build our reputation on the quality of our programs and services and on the safety, comfort, and beauty of our campus. We will hold both our students and ourselves to high standards of achievement and will expect all members of the college community to function as informed, responsible, and active members of society.

Mission

San Bernardino Valley College provides quality education and services that support a diverse community of learners.

Challenges and Opportunities

SBVC is facing challenges in funding, competition, changing demographics, escalating constituent expectations, underprepared students, and a growing demand for access to online educational services. As with all higher education institutions, SBVC is affected by an extraordinary level of change, especially in the area of technology. The ever-increasing rate of change requires that SBVC continuously monitor the horizon for emerging trends for future success while maintaining the delivery of quality education services to their current constituents.
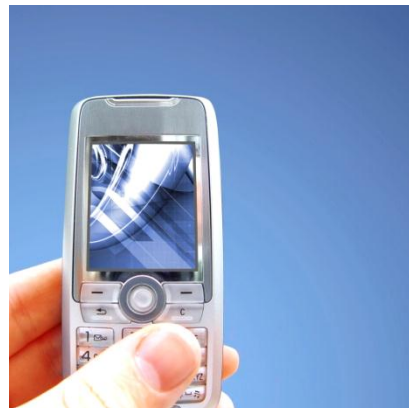
Transforming these challenges into opportunities is the fundamental goal of the SBVC IT Strategic Planning effort.

Strategies for Success (2010–2013)

This Strategic Plan describes SBVC's direction for technology through the adoption of six strategies that are designed to move the institution toward its future vision for technology. The remaining sections in this plan explain the process used to develop these strategies, introduce the supporting goals for each strategy, demonstrate alignment with the Districts Planning Imperatives, and provide an implementation plan for each strategy and supporting goal.

Strategy 1. Provide exemplary technology resources and support while maintaining fiscal and environmental responsibility.

Strategy 2. Provide access to web-based services and resources while maintaining a secure environment.

Strategy 3. Encourage external technology partnerships with businesses and other organizations to foster an environment that will prepare our students for the future.

Strategy 4. Campus and District entities share information and collaborate on technological initiatives for developing an environment of unity and cohesiveness.

Strategy 5. Provide a fiscally responsible, centralized approach for technological support and resources.

Strategy 6. Work cooperatively with the Office of Professional Development to provide appropriate technology training.

The SBVC Campus Technology Strategic Plan

Purpose

The SBVC Information Technology (IT) Strategic Plan provides a comprehensive roadmap for utilizing technology to improve the overall performance of the institution. The three-year plan presents focused strategies, and supporting goals, which will move the institution closer to realizing its vision.

Process

This plan is built on a foundation of IT strategic planning that began at SBVC in 2001. Each plan has enabled SBVC to navigate the changing environment and successfully position itself for the future. This plan has been modified regularly since its inception, and this particular version has been revised and updated by the Technology Committee during the 2010-2011 academic year. It will remain in place until June 2013, when it will be revised and updated once again.

SBVC's Technology Committee is responsible for the IT Strategic Plan and is charged to explore and encourage innovation in the use of technology, including the support and training of faculty and staff in the use of technology for academic and management applications.

Technology Committee Members

Hrdlicka, Rick (Co-Chair)....................................... Director, Campus Technology Services
Notarangelo, Joe (Co-chair) ....Assistant Professor, English
Angelo, Dan ....Associate Dean, Enrollment Management
Bastedo, Dave.. Professor, Biology
Bojorquez, Ana..Accessibility Specialist, DSPS
Burton, Deborah..Instructor, Nursing
Dillard, Kristin .... Assistant Professor, Mathematics
Escobedo, Anselmo .... Technology Support Specialist II, Campus Technology Services
Garnick, Everett..Director, District Computing Services
Hansen, James .... Vice President, Administrative Services
Heibel, Todd... Instructor, Geography
Hunter, Courtney (ProDev)................................... Coordinator, Professional Development
Jackson, Jack... Professor, Philosophy
Jones, Edward ....Assistant Professor, English
Kinde, Haragewen... Dean, Mathematics and Business
Kyle, Jon ....Telecommunications Specialist, DCS
Metu, Reginald ....Instructor, Business
Race, Steven................................Senior Media Specialist, Campus Technology Services
Roseli, Gabriel................. Technology Support Specialist II, Campus Technology Services
Sifford, Eloise ....Supervising Senior Accountant, Campus Business Office
Tuvida, Alicia...Instructor, Nursing
Torrez, Michael .... Instructor, Chemistry
Wall, Patty ....Reference Librarian, Library

Technology Vision

In 2010 the Technology Committee reviewed the technology vision and mission that support the SBVC vision and mission. The committee also revised the list of guiding principles for technology at SBVC.

The committee's technology vision:

- Provide the campus with a plan for implementing current technologies.
- Provide Campus Technology staff with effective training that allows them to meet the technology needs of the campus.
- Provide our students with current technology resources to help them achieve their educational goals.
- Make a positive impact in our community.
- Cultivate partnerships that allow us to continue to serve and benefit our community.
- Effectively manage technology resources for the campus.
- Obtain revenue resources to adequately support technology initiatives.
- Provide universal accessibility to technology resources for constituents.

Technology Mission

San Bernardino Valley College Campus Technology Services (CTS) provides the campus community with exemplary technology resources and support.

Technology Guiding Principles

- We value effective training and professional development.
- We value the development of technologically literate students.
- We believe the effective use of technology will positively influence the community.
- We value partnerships with our community.
- We promote a climate of continuous improvement for current technologies.
- We embrace emerging technologies.
- We provide services that give faculty and staff the tools needed to reach higher educational standards.
- We strive for excellence in the services CTS provides to the college community.
- We focus on fulfilling the technological needs of the campus community.

Strategies and Supporting Goals

In 2010 the Technology Committee revised the six strategies, and the supporting goals, based on information gathered during the strategic planning retreat of 2007, to reflect accomplishments and changing needs.

Strategy 1. Provide exemplary technology resources and support while maintaining fiscal and environmental responsibility.

Supporting Goals:
1.1. Establish a repeatable process for determining the technology needs of students, faculty, staff, and administrators and incorporate the data into technology planning.
1.2. Establish, maintain, and adhere to minimum standards for classroom technology.
1.3. Provide faculty with the latest information on the trends in emerging technologies.
1.4. Provide accessible systems to the campus community as needed, following Section 508 guidelines.

Strategy 2. Provide access to web-based services and resources while maintaining a secure environment.

Supporting Goals:
2.1. Establish minimum standards for accessibility for all institutional websites to ensure compliance with Section 508 of the Rehabilitation Act.
2.2. Update and develop current web-based services on an ongoing basis.
2.3. Work with vendors to provide students access to discounts for technology related to their education.
2.4. Continue collegial support for online faculty.
2.5. Maintain minimum technology requirements for web-based and web-enhanced classes.

Strategy 3. Encourage external technology partnerships with businesses and other organizations to foster an environment that will prepare our students for the future.

Supporting Goals:
3.1. Develop technology-related partnerships with local businesses, organizations, and agencies.
3.2. Promote activities and events that connect local businesses with SBVC students.
3.3. Develop partnership opportunities with feeder schools, colleges, and universities.
3.4. Promote community awareness of SBVC technology resources.
3.5. Review local and national trends in technology to drive program development.

Strategy 4. Campus and District entities share information and collaborate on technology initiatives for developing an environment of unity and cohesiveness.

Supporting Goals:

4.1. Identify, implement, and support electronic communication tools that serve all of our users.

4.2. Develop initiatives focused on improving synergy among campus departments.

4.3. Ensure communication among students, faculty, staff, administrators, and consultants with regard to technology.

4.4. Improve communication mechanisms that connect campus technology with district computing.

Strategy 5. Provide a fiscally responsible, centralized approach for technological support and resources.

Supporting Goals:

5.1. Implement a campuswide centralized computing structure.

5.2. Advocate for an expanded technology budget.

5.3. Ensure prioritization of funding for current and future technology needs.

5.4. Develop partnerships and provide representation to the DETS ommittees.

5.5. Develop a central technical support structure for all technology needs, built around a core infrastructure.

Strategy 6. Work cooperatively with the Office of Professional Development to provide appropriate technology training.

Supporting Goals:

6.1. Provide appropriate technology training opportunities for all SBVC personnel through the use of diverse delivery methods that provide access to all.

6.2. Assess the preferred day/time and delivery methods for training sessions in order to maximize participation.

6.3. Encourage the development of curriculum that prepares our students for success with web-based and web-enhanced courses.

6.4. Provide individualized technology training for faculty and staff.

6.5. Provide access to conferences through alternative methods to offset the effects of declining travel funds.

6.6. Provide accessibility training to faculty and staff for Section 508 compliance.

6.7. Provide training in the use of accessibility software where needed for Section 508 compliance.

Alignment of Technology Strategies with District Planning Imperatives

This table demonstrates the alignment of the six SBVC technology strategies with the San Bernardino Community College District's (SBCCD) planning imperatives.

SBCCD Planning Imperatives / 2010-2013 SBVC Technology Strategies	1. Implement policies, programs, and innovative practices that make learning the highest priority.	2. Create an educational environment open to and supportive of diverse backgrounds and learning styles.	3. Sustain joint efforts with other educational segments in the region to advance student learning and success.	4. Foster relationships with business and community partners and forge new partnerships to meet marketplace demands.	5. Design, implement, evaluate, and maintain technological currency in education and training.
1. Provide exemplary technology resources and support while maintaining fiscal and environmental responsibility.	✔	✔			✔
2. Provide access to web-based services and resources while maintaining a secure environment.	✔	✔			✔
3. Encourage external technology partnerships with businesses and other organizations to foster an environment that will prepare our students for the future.			✔	✔	
4. Campus and District entities share information and collaborate on technology initiatives for developing an environment of unity and cohesiveness.	✔	✔			
5. Provide a fiscally responsible, centralized approach for technological support and resources.	✔				✔
6. Work cooperatively with the Office of Professional Development to provide appropriate technology training.	✔	✔			✔

Implementing Strategic Objectives

The following Information Technology Strategic Plan Implementation Grid contains information that will assist SBVC in accomplishing its IT goals. Responsible departments will begin by developing tactical plans that are aligned with this plan. The departments will then use their tactical plans to

develop technology budgets and for implementation of prioritized projects within the three-year timeline of this Strategic Plan. The Technology Committee will be responsible for updating the IT Strategic Plan annually.

Elements included in the Implementation Grid

- *Strategies* include the 6 technology strategies set by this plan for 2010-2013.

- *Key Performance Indicators* identify completion characteristics or milestones of progress for each strategy.

- *Goals* associated with each strategy identify implementation actions.

- *Dependencies* are those events or environments that must take place or be in existence before implementation of a goal can begin.

- *Responsible Party* identifies the individual, department, or group that has responsibility for each of the IT goals. Typically it will be the responsibility of these individuals or groups to develop the annual operating plans and appropriate budget requests for each of the assigned goals as well as project plans. Where multiple owners are listed, the first individual or group listed has primary responsibility for ensuring the implementation of the goal.

- **FY** (Fiscal Year) shows the implementation timeline for each strategy. An "X" placed in any single FY column indicates completion of a task in that year. Xs in multiple FY columns indicate multiyear efforts.

- *Progress* is to be documented as implementation of the strategies occurs.

Information Technology Strategic Plan Implementation Grid

Strategy 1: Provide exemplary technology resources and support while maintaining fiscal and environmental responsibility.						
Key Performance Indicator:						
GOALS	DEPENDENCIES	RESPONSIBLE PARTY (Owner)	FY 10-11	FY 11-12	FY 12-13	PROGRESS/ ACCOMPLISHMENTS
1.1. Establish a repeatable process for determining the technology needs of our students, faculty, staff, and administrators and incorporate the data into technology planning.	**Inventory (Mgmt Software) Surveys Rotation Plans (Computers, Switches, etc) Program Review Funding District Standardization Mass Purchases**	**Campus Technology Director Technology Committee Chair**				
1.2. Establish, maintain, and adhere to minimum standards for classroom technology.	**Inventory Funding District Standardization Mass Purchases**	**Lead AV Specialist**				
1.3. Provide faculty with the latest information on the trends in emerging technologies.	**Already have Survey Questions; continue to Survey VCard Tracking Work w/ Employers and Vendors to compare campus technology to technology available in the workforce Curriculum Process**	**Campus Researcher**				
1.4. Provide accessible systems to the campus community as needed, following Section 508 guidelines.	**Newsletter Training Informational Sessions EDD Economic Development Depts.**	**Professional Development Coordinator**				

Strategy 2: Provide access to web-based services and resources while maintaining a secure environment.

Key Performance Indicator:

GOALS	DEPENDENCIES	RESPONSIBLE PARTY (Owner)	FY 10-11	FY 11-12	FY 12-13	PROGRESS/ ACCOMPLISHMENTS
2.1. Establish minimum standards for accessibility for all institutional websites to ensure compliance with Section 508 of the Rehabilitation Act.	**Verify Compliance** **Train Faculty on 508 Development**	Web Master				
2.2. Update and develop current web-based services on an ongoing basis.	**Compare enrollment and class offerings w/ Other Colleges** **Web Advisor**	**Marketing**				
2.3. Work with vendors to provide students access to discounts for technology related to their education.	**Wireless Phase 1 and 2** **Discounts for students from vendors** **Sell Software and Hardware in the bookstore** **Sell or give surplus hardware to students** **KVCR Wireless**	**Technology Committee Chair** **Campus Computing Director**				
2.4. Continue collegial support for online faculty.	**Curriculum** **Evaluation of Online Faculty** **Universal Access Point** **ProDev Training Blackboard and First Class**	**Online Committee Chair**				
2.5. Maintain minimum technology requirements for web-based and web-enhanced classes.	**Delivery Mode Software is reviewed and approved** **Universal Access Point** **Minimum Browser Requirements clearly stated on web and in schedule**	**Online Committee Chair**				

Strategy 3: Encourage external technology partnerships with businesses and other organizations to foster an environment that will prepare our students for the future.

Key Performance Indicator:

GOALS	DEPENDENCIES	RESPONSIBLE PARTY (Owner)	FY 10-11	FY 11-12	FY 12-13	PROGRESS/ ACCOMPLISHMENTS
3.1. Develop technology-related partnerships with local businesses, organizations, and agencies.	**Identify Organizations Identify CTE Identify Work Experience Programs Connect with District DCS & PDC**	**Career And Tech Ed Advisory Committees**				
3.2. Promote activities and events that connect local businesses with SBVC students.	**Career Center Marketing TechEd/CUE**	**Career Center Craig Petinak**				
3.3. Develop partnership opportunities with feeder schools, colleges, and universities.	**Transfer Center CTE ROP CSUSB County Schools**	**Transfer Center**				
3.4. Promote community awareness of SBVC technology resources.	**Marketing**	**Craig Petinak Rick Hrdlicka**				
3.5. Review local and national trends in technology to drive program development.	**Subscription to print and online Journals Technology Share Days**	**Technology Committee Professional Development Online Committee**				

Strategy 4: Campus and District entities share information and collaborate on technology initiatives for developing an environment of unity and cohesiveness.

Key Performance Indicator:

GOALS	DEPENDENCIES	RESPONSIBLE PARTY (Owner)	FY 10-11	FY 11-12	FY 12-13	PROGRESS/ ACCOMPLISHMENTS
4.1. Identify, implement and support electronic communication tools that serve all of our users.						
4.2. Develop initiatives focused on improving synergy among campus departments.						
4.3. Ensure communication among students, faculty, staff, administrators and consultants with regard to technology.						
4.4. Improve communication mechanisms that connect campus technology with district computing.						

Strategy 5: Provide a fiscally responsible, centralized approach for technological support and resources.

Key Performance Indicator:

GOALS	DEPENDENCIES	RESPONSIBLE PARTY (Owner)	FY 10-11	FY 11-12	FY 12-13	PROGRESS/ ACCOMPLISHMENTS
5.1. Implement a campuswide centralized computing structure.						
5.2. Advocate for an expanded technology budget.						
5.3. Ensure prioritization of funding for current and future technology needs.						
5.4. Develop partnerships and provide representation to the DETS committees.						
5.5. Develop a central technical support structure for all technology needs, built around a core infrastructure.						

Strategy 6: Work cooperatively with the Office of Professional Development to provide appropriate technology training.						
Key Performance Indicator:						
GOALS	**DEPENDENCIES**	**RESPONSIBLE PARTY (Owner)**	**FY 10-11**	**FY 11-12**	**FY 12-13**	**PROGRESS/ ACCOMPLISHMENTS**
6.1. Provide appropriate technology training opportunities for all SBVC personnel through the use of diverse delivery methods that provide access to all.						
6.2. Assess the preferred day/time and delivery methods for training sessions in order to maximize participation.						
6.3. Encourage the development of curriculum that prepares our students for success with web-based and web-enhanced courses.						
6.4. Provide individualized technology training for faculty and staff.						
6.5. Provide access to conferences through alternative methods to offset the effects of declining travel funds.						
6.6. Provide accessibility training to faculty and staff for Section 508 compliance.						
6.7. Provide training in the use of accessibility software where needed for section 508 compliance.						