

# Technology Plan

2022-2025



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## Background on the plan

The use of technology at CSM has advanced into an equitable, collaborative, inclusive model, and CSM's Technology Plan will play a role in defining that model. The landscape for obtaining information is changing and we want to ensure that our systems and information are accessible any time, from any device, and from any location. Our culture must support innovation in classroom structure, pedagogy, and access in various modalities. Lastly, we must ensure quality standards in a cost-effective model while we maintain a student-centered environment.

The purpose of the Technology Plan is to provide College of San Mateo with guidance for the implementation of technology training, hardware, software, services, and processes in support of the college's mission, and Educational Master Plan. This plan contains recommendations for technological enrichment within the College that will occur during the years 2022 through 2025.

## Technology Advisory Committee Membership

The Technology Advisory Committee reports directly to the Instructional Planning Council. The Committee is chaired by the Dean of Academic Support & Learning Technologies. Membership includes the Chair, 2 faculty members, 2 District ITS representatives, a local ITS representative, a student representative, the Vice President of Instruction, an Instructional Technologist, a Disability Resource Center Representative, The Director of the Learning Commons, and 2 staff representatives.

# Technology Advisory Committee Mission and Goals

The mission of the Technology Advisory Committee is to ensure that the college provides and maintains adequate technological resources for all employees to perform their responsibilities, while supporting student learning in accordance with the College's Strategic Plan, Strategic Priorities, and annual College Goals.

The goals of the Technology Advisory Committee are to:

- Develop both short-term and long-term technology plans, and ensure these plans are integrated into institutional planning at all levels, aligning with the long-term goals of the college and the district.
- Develop an annual assessment of the College's future technological needs in light of advances in technological capabilities as well as technological needs created by new pedagogical approaches.
- Propose sufficient technological standards and make recommendations to the College's Institutional Planning Committee with respect to the College's technological needs.
- Participate in the creation of policies concerning appropriate use of technological resources at both the college and district level.
- Work with the Finance Committee to create and to finance a Total Cost of Ownership model, which includes identifying funding sources for the replacement of outdated technology.
- Work with the Distance Education Committee to ensure that adequate technological resources exist to support the College's distance education and other technology-mediated efforts.
- Make recommendations in consultation with representatives from our ITS, Human Resources, and Professional Development departments for technological training for all of our college employees.

# External Scan

An external scan was completed by members of the Technology Advisory Committee (TAC). SWOT analysis information was gathered through collecting input from divisions and departments represented on the TAC committee. In addition, analysis was done of from a previous technology survey distributed to students, faculty, and staff for goal setting purposes and to observe trends.

## Strengths

- Technology upgrades in select classrooms, e.g., hyflex classrooms
- Technology distributed to faculty, staff, and students during the pandemic
- Excellent communication and working relationships between ITS and different constituents. The ITS department at CSM is very strong, responsive, and student focused
- Issues involving technology are resolved quickly
- Flexibility for faculty and student technology needs
- Culture of collaboration and buy-in
- Upgraded desktops to library lab and learning center labs. Purchased additional laptops for circulation

## Weaknesses

- Lack of publicized procedures and information for technology related needs
- Insufficient discretionary funds for deans to address urgent technology needs or replacement of lost or broken items and periphery accessories for circulating technologies
- Many of our classrooms are lacking in terms of updated infrastructure (HVAC/electrical/wiring) and technology. Inability to create a scheduled replacement cycle to maintain technology and infrastructure for labs due to funding uncertainty
- We don't have a culture of being cutting edge or innovative. As a campus, we tend to let others take the lead

- Increased in-person, phone, and virtual Help Desk support for students, faculty, and staff. Currently, Library staff are putting in IT support work tickets for students

## Opportunities

- Assess where we are and what can we do better, for emergency planning, e.g., fires, closures, etc. What is our untapped potential?
- Opportunities to excel. Evaluate what has been most useful and effective for students and faculty and work these into best practices. This would help us focus on what we need going forward, e.g., more trainings, and more technology resources
- Grants could support us in becoming more cutting edge or innovative. We would excel if we had additional resources that would allow us to take a proactive approach
- The expansion of professional development and the Center for Academic Excellence will assist in creating an environment of innovation and best practices with the use of cutting-edge technology

## Threats

- Institutional support and ongoing funding to support innovation and college-wide technology needs

# External Scan Survey Results

## CSM Workplace Technology Survey Results

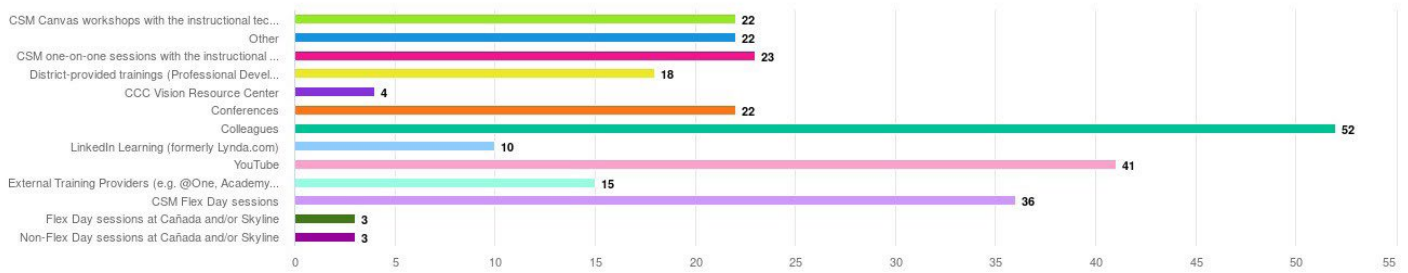
1. What is your primary role on campus?

40

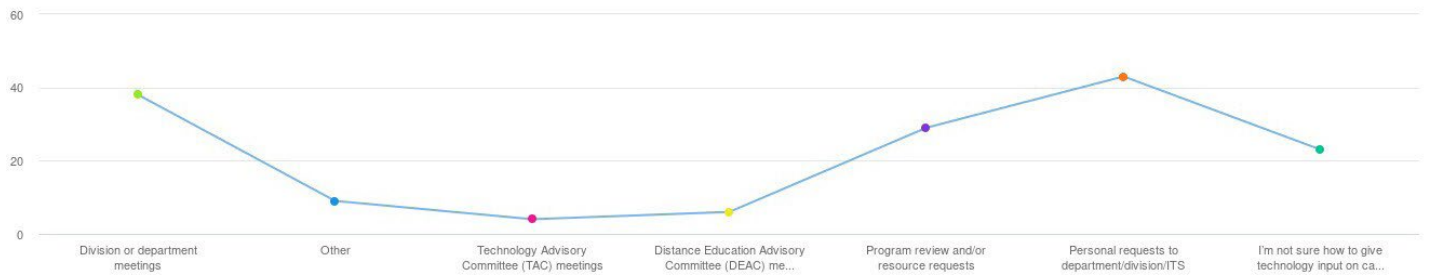
2. Please indicate your level of agreement to the following statements:



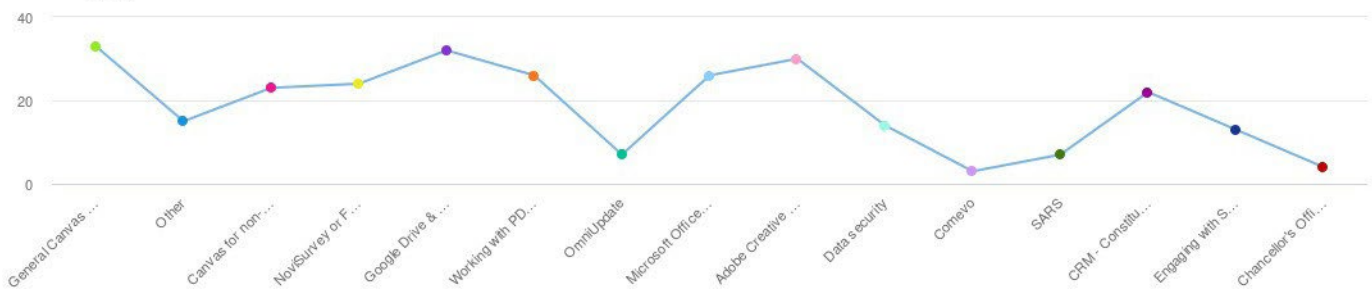
4. Where do you get your professional technology training? (Choose all that apply)



5. What avenues have you used to give input on technology adoption and implementation on campus? (Choose all that apply)



6. Which technology topics below would you be most interested in attending workshops on in the future? (Choose all that apply)



# Technology Plan Goal 2022 - 2025

The three-year technology plan supports the institutional priorities as outlined in the Educational Master Plan:

1. Supporting Our Students' Aspirations
2. Creating Equitable Opportunities for All of Our Students
3. Committing to Progressive and Innovative Teaching and Learning
4. Building on a Tradition of Service to the Community

## 5. Enhancing a Culture of Participation and Communication

**Goal:** Utilize technology to enhance teaching and learning, provide accessibility, improve communication, and deliver instruction in a variety of modalities.

- Objective 1: Provide universal access to technology across the campus environment by ensuring that assistive technology for individuals with disabilities is integrated into the Library, Learning center, labs, and public spaces
- Objective 2: Develop a faculty peer to peer division mentor program for faculty technology support
- Objective 3: Collaborate with Cañada and skyline college to create a process of leveraging resources when necessary
- Objective 4: Offer technology onboarding by developing training for students and faculty that will develop the technological skills necessary to be successful in an increasingly technological society, and will provide equal access to technology for all students in pursuit of their educational goals
- Objective 5: Collaborate with the Professional Development Committee and Academic Senate to determine campus professional development needs related to technology
- Objective 6: Recommend procedures and policies for instructional technology and online instruction in consultation with the Accreditation Liaison Officer, Disability Resource Center (DRC) and Vice President of Instruction regarding compliance with external mandates, including specifications articulated by Title 5, the Accrediting Commission for Community and Junior Colleges (ACCJC), and Section 508 of the Federal Rehabilitation Act

# Technology Plan/Strategic Priorities

| CSM Technology Plan Goal/Objectives   | CSM Strategic Goals  |
|---|--|
| <p><b>Goal: Utilize technology to enhance teaching and learning, provide accessibility, improve communication, and deliver instruction in a variety of modalities.</b></p>  | <p>Priority #1: Supporting our Student's Aspirations</p> <p>Priority #2: Creating equitable opportunities for all students</p> <p>Priority #3: Committing to Progressive and Innovative Teaching and Learning</p> <p>Priority #4: Building on a tradition of service to the community</p> <p>Priority #5: Enhancing a culture of participation and communication</p> |
| <p><b>Objective 1: Provide universal access to technology across the campus environment by ensuring that assistive technology for individuals with disabilities is integrated into the Library, Learning center, labs, and public spaces</b></p>  | <p>Priority #1: Supporting our Student's Aspirations</p> <p>Priority #2: Creating equitable opportunities for all of our students</p>  |
| <p><b>Objective 2: Develop a faculty peer to peer division mentor program for faculty technology support</b></p>  | <p>Priority #3: Committing to Progressive and Innovative Teaching and Learning</p> <p>Priority #5: Enhancing a culture of participation and communication</p>  |
| <p><b>Objective 3: Collaborate with Cañada and skyline college to create a process of leveraging resources when necessary</b></p>   | <p>Priority #2: Creating equitable opportunities for all students</p> <p>Priority #4: Building on a tradition of service to the community</p>  |
| <p><b>Objective 4: Offer technology onboarding by developing training for students and faculty that will develop the technological skills necessary to be successful in an increasingly technological society, and will provide equal access to technology for all students in pursuit of their educational goals</b></p> | <p>Priority #3: Committing to Progressive and Innovative Teaching and Learning</p> <p>Priority #5: Enhancing a culture of participation and communication</p>  |



**Objective 5: Collaborate with the Professional Development Committee and Academic Senate to determine campus professional development needs related to technology**

Priority #2: Creating equitable opportunities for all students

Priority #5: Enhancing a culture of participation and communication

**Objective 6: Recommend procedures and policies for instructional technology and online instruction in consultation with the Accreditation Liaison Officer, Disability Resource Center (DRC) and Vice President of Instruction regarding compliance with external mandates, including specifications articulated by Title 5, the Accrediting Commission for Community and Junior Colleges (ACCJC), and Section 508 of the Federal Rehabilitation Act**

Priority #2: Creating equitable opportunities for all students

# Technology Workplan

**GOAL: Utilize technology to enhance teaching and learning, provide accessibility, improve communication, and deliver instruction in a variety of modalities.**

| Objective   | Involvement  | By          |
|---|--|-------------|
| 1. Provide universal access to technology across the campus environment by ensuring that assistive technology for individuals with disabilities is integrated into the Library, Learning center, labs, and public spaces. | Dean of ASLT, TAC Committee, ITS, Facilities, Disability Services, VPI, VPSS | Fall 2024   |
| 2. Develop a faculty peer to peer division mentor program for faculty technology support  | Division Deans, faculty volunteers, PD Faculty Coordinator                   | Spring 2023 |

|  |  |             |
|--|--|-------------|
| 3. Collaborate with Cañada and skyline college to create a process of leveraging resources when necessary.   | Dean of ASLT, VPI, ITS   | Fall 2022   |
| 4. Offer technology onboarding by developing training for students and faculty that will develop the technological skills necessary to be successful in an increasingly technological society and will provide equal access to technology for all students in pursuit of their educational goals.  | PD Faculty Coordinator, TAC Committee, ITS, Dean of Counseling, Dean of ASLT, Director of The Learning Commons | Fall 2024   |
| 5. Collaborate with the Professional Development Committee and Academic Senate to determine campus professional development needs related to technology  | TAC, CTL, PRIE, Academic Senate  | Spring 2023 |
| 6. Recommend procedures and policies for instructional technology and online instruction in consultation with the Accreditation Liaison Officer, Disability Resource Center (DRC) and Vice President of Instruction regarding compliance with external mandates, including specifications articulated by Title 5, the Accrediting Commission for Community and Junior Colleges (ACCJC), and Section 508 of the Federal Rehabilitation Act. | TAC, DRC, DEAC, VPI  | Spring 2025 |