

**Status Report for San Diego Mesa College Strategic IT Plan
Presented and accepted at President’s Cabinet May 9, 2006**

1. Support for Student Learning, Student Services, and Information Literacy:

We will use best practices in Information Technology to enhance Student Learning and deliver Student Services. We will foster Information Literacy in the classroom, in the Learning Resource Center, and through distance education.

Strategies	Campus Advocate	Subject Matter Experts	Status 06	Recommendations
1.1 Purchase and deploy computers (and ancillary equipment) for use in classrooms, computer labs, and the Learning Resource Center based on program review requirements, enrollment management, and best practices in teaching and learning.	Elizabeth Armstrong	Ron Perez Bill Craft Michael Davis (all) Chris Horvath (PC) Dion Aquino (Mac)	IELM and VTEA are available to purchase instructional computers and these two funding sources are being coordinated to ensure that program needs are met in all disciplines.	Action: Investigate feasibility of adding additional college and district funding to the IELM pool to ensure that adequate funds are available to support Instructional Equipment and Library Material requirements.
1.2 Ensure that campus computing resources are available for students at the hours of the day and days of the week when they are needed to support student learning.	Bill Craft	Ron Perez; Michael Davis	LRC hours have been extended so that the building is open M, T, W, and Th from 7 a.m. - 10 p.m.; F 7a.m. – 5 p.m.; Sat 8 am – 3:30 pm. K400 building is open M-F 7:30 a.m. – 10 p.m. Sat 8 a.m. – 4 p.m.	

<p>1.3 Establish a campus-wide program to replace computers and ancillary equipment on a four-year cycle.</p>	<p>Bill Craft</p>	<p>Ron Perez; Elizabeth Armstrong; Chris Horvath (PC); Michael Davis; Ken Einstein</p>	<p>Campus wide inventory has been updated and shows that 460 computers are out of warranty as of the date of this report. It is likely that funds will be available from General Funds, IELM, and VTEA to replace 90% or more of the outdated computers this year.</p>	<p>Action: Maintain a 4 year replacement cycle for all administrative computers. Replace software approximately every 18 months.</p>
<p>1.4 Provide an appropriate level of technical staff support for both on campus students and those learning at a distance.</p>	<p>Bill Craft</p>	<p>Michael Davis; Roger Olson; Jill Baker; Andrea Henne;</p>	<p>Technical staff support for on campus instruction is readily available and effective.</p> <p>Classified Staff support for distance education instructors and students is inadequate. There is a need for additional staff to assist faculty members with online course development including video production, technical support in Flash, Synchronous Online Instruction, Closed Captioning, ADA and 508 compliance, and Interactive Web Pages to enable data collection for Student Learning Outcomes</p>	<p>Planning: During campus level strategic planning conduct a review of classified staff support for Online Education at Mesa College. This strategic planning effort should be tied into the program review of departments who intend to teach courses online. Moreover, the Mesa strategic planning that relates to this issue should be incorporated into SDCCD strategic planning.</p>

			This is a totally new staffing need. If we are to develop the online program, adequate staff support must be provided at the college level.	
1.5 Ensure that information technology is accessible to all students, including those with disabilities. To this end:				
1.5.1 New classrooms will be designed to ensure accessibility.	Ron Perez	Gail Conrad Jill Baker	Accessibility has been addressed in all new construction building programs. The campus is committed to meeting ADA standards.	Action: Consult with DSPS representatives on the district AV Contract Subcommittee to ensure that all needs are being met regarding access. Keep an LRC AV representative on the district Adaptive Technology Specialists Committee.
1.5.2 Official websites will be developed in compliance with established accessibility standards.	Web Designer	Roger Olson Jill Baker Gail Conrad Lon Underwood	The campus Web Designer has completed a complete overhaul of all Mesa official web pages. All pages meet XHTML 1.0 (Strict) and CSS standards. All Mesa web pages now have ADA/508 compliance built in.	
1.5.3 Closed captioning facilities and staffing will be enhanced to provide	Jill Baker	Mike Gast Gail Conrad	This goal has not been met and funding has not been identified.	Planning: During campus level strategic planning conduct a review of Close Captioning support at Mesa

appropriate support for Technology Mediated Instruction developed at the college.				College. This strategic planning effort should be tied into the program review of departments who use video in the classroom or online. Moreover, the Mesa strategic planning that relates to this issue should be incorporated into SDCCD strategic planning.
1.6 Ensure that on line resources have appropriate bandwidth and high availability.	Bill Craft	Bill Craft Ken Einstein Todd Williams	Campus connectivity is good and getting better each year. A new caching server has been installed and should provide higher reliability than the ones that have been in use for the last several years.	
1.7 Develop and deliver student services by using portal technology that integrated student enrollment, counseling, communication, and administration in a single system.	Bill Craft	Elizabeth Armstrong Rich Rose	This goal has not been met and funding has not been identified. This is a district-wide issue, so Mesa will continue to work with SDCCD SS and IT.	
1.8 The Mesa Information Technology Committee (MIT) will frequently assess the status of information technology as used in the delivery of services to Mesa College	Bill Craft	MIT Committee	The MIT committee has updated the Mesa IT Strategic Plan for 06 and prepared the first status report on each goal in the plan.	

<p>students and maintain the campus Information Technology Strategic Plan. The subcommittee shall also serve in an advisory capacity to faculty, staff, and administrators on matters pertaining to instructional, administrative, and students services computing, telecommunications, and other technologies.</p>			<p>The MIT Committee has formed a sub-committee to undertake a study of hand-held classroom response system devices and will report findings during the 06-07 year.</p> <p>The MIT Committee in partnership with District IT has initiated a pilot program in the LRC to test the feasibility of wireless connectivity for laptops. To date, a physical survey of the entire LRC has been conducted and a pilot installation of wireless equipment to provide service on the LRC 2nd floor is planned for installation during the 06/07 year.</p>	
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2. Classroom-Based Technology

We will integrate Information Technology into classroom-based and distance instruction to increase access to information and learning.

Strategies	Campus Advocate	Subject Matter Experts	Status 06	Recommendations
2.1 Provide adequate	Jill Baker	Rob Fender	Adequate support exists for	Action: MIT members and LRC

technical support to assist faculty in the design, development, and use of technology in the teaching and learning process in the classroom.		Karen Owen Hank Beaver Robert Michaels	teaching and learning in the classroom.	staff arrange for periodic demonstrations of new technologies available to enhance teaching and learning.
2.2 Use web-based and portal technologies to extend learning and communication opportunities beyond the classroom.	Bill Craft	Karen Owen	There is not enough support for the use of learning objects in online courses. Mesa is losing its closed caption tech and there is no strategy or money to provide this service in the future.	Planning: During campus level strategic planning conduct a review of Closed Captioning support at Mesa College. This strategic planning effort should be tied into the program review of departments who use video in the classroom or online. Moreover, the Mesa strategic planning that relates to this issue should be incorporated into SDCCD strategic planning.
2.3 Develop new classrooms and upgrade existing classrooms to ensure campus and district wide IT compatibility and interoperability.	Bill Craft	Michael Davis Todd Williams Ken Einstein Russ English	Mesa has XX classrooms that have been built from scratch to be fully AV capable. Also, XX classrooms have been upgraded to be fully AV capable. The remaining classrooms are limited to TV and optical overhead projectors.	Action: Investigate funding to upgrade existing classrooms beyond the amount currently available under IELM and VTEA.
2.4 Relate the hardware platforms, operating systems and software suites for computer	Otto Lee	Carlos Toth Susan Lazear Russ English Karen Owen	The hardware and software used in the classrooms meets industry standards. In career areas such as Multimedia and	

workstations used in classrooms or labs to be established industry wide standards that are predominate in the post graduation job market for the discipline being taught in the classroom.			Fashion, where Macintosh computers are used in the workplace, Macintosh computers are also used in the classroom.	
2.5 Audio Visual systems that support classroom instruction will be fully integrated into the campus IT system.	Jill Baker	Todd Williams Michael McLaren Chris Horvath	Some progress has been made in this area. The Extron 226 remote control system has been installed in eight classrooms and early results indicate that the system is functioning well and has the capability to do even more.	Action: all new AV systems and upgrades to existing AV systems will be designed to include remote administration.
2.6 Audio Visual systems that support classroom instruction will allow classroom-based instruction to integrate smoothly with distance education techniques.	Jill Baker	Hank Beaver Andrea Henne	First steps have been taken in Room B108 as a proof of concept.	
2.7 Copyright standards and software licensing agreements will be strictly observed in classroom and distance education instruction.	Jill Baker	Andrea Henne Kevin Branson Chris Horvath	With the creation of the new acquisition and receiving model for all technology related equipment and software, all new software must be processed through the Software Technician's	Action: Mesa's MIT committee will recommend to SDCCD Online that it would be useful to provide guidance and training to faculty regarding privileges afforded by the TEACH Act for distance education.

			<p>office. In addition this office also certifies all software for licensure prior to installation on any college computers.</p> <p>With regard to copyright compliance on videos, all duplication decks have been removed from audiovisual booths, and no video is duplicated by AV staff without express written permission of the copyright owner.</p>	<p>Arrange FLEX sessions on copyright policies for faculty, and increase awareness of information provided on the Mesa Web Site.</p>
2.8 Provide Appropriate Technological Support for on campus and Distance Education tutoring programs.	Bill Craft	Hank Beaver Erica Sprect	New Strategy as of 06	

3. Distance Learning:

We will develop and deliver distance learning courses and programs designed to expand learning opportunities while maintain standards and best practices in each course and program.

Strategies	Campus Advocate	Subject Matter Expert	Status 06	Recommendations
3.1 Encourage faculty to use distance learning techniques where appropriate.	Otto Lee	Karen Owen Hank Beaver	Faculty are encouraged to use distance learning tools and techniques when appropriate.	

<p>3.2 Working closely with SDCCD Online, collect, disseminate, and foster Academic Senate approved best practices document and related research to all aspects of distance learning, including pedagogy, class size, online class management, assessment and evaluation, Americans with Disabilities Act (ADA) requirements, standards of good practices, etc.</p>		<p>Hank Beaver Roger Gee Karen Owen Gail Conrad</p>	<p>Mesa works closely with SDCCD online. There are four Mesa members on the SDCCD Online Steering committee. The committee continually reviews best practices and uses them as touch stones when discussing online learning. Mary Lewis and Rochelle Mojeca from DSPS are also members of the SDCCD Online Steering Committee. Each year SDCCD online hosts a show case to share best practices among the faculty. SDCD Online includes best practices.</p> <p>The Mesa Academic Senate has convened an ad hoc committee on online instruction, the purpose of which is to insure appropriate faculty involvement in issues pertaining to all forms of online instruction and to participate in the resolution of such issues in a manner that promotes excellence in</p>	
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			<p>teaching and learning.</p> <p>The activities of the committee so far include 1) developing a mission statement, 2) identifying issues, 3) conducting a survey among faculty to identify further concerns and issues pertaining to all forms of online instruction, 4) creating a website to foster communication and activity among committee members, 5) inviting AFT President Jim Mahler to discuss contractual agreements with intellectual property rights in regards to evaluating online faculty, and 6) participating in a presentation to the senate by Vice Chancellor Ingle and Dean Henne regarding the status and development of SDCCD Online.</p>	
3.3 Working closely with SDCCD Online, develop and implement feedback mechanisms for gaining	Karen Owen	Roger Gee Gail Conrad	This is an area we need to improve in. Currently there is a student feedback questionnaire that faculty can	Action: Office of Instruction will ensure the newly established student feedback form for online courses is part of the faculty evaluation process

<p>student input into the development and delivery of distance learning courses and programs.</p>			<p>turn on at the end of the semester. Not all teachers are using it, and it has not been changed since it was implemented; one of the reasons faculty are not using it is they are unsure who it is being shared with and how private the survey is. In addition, this issue keeps getting confused with the issue of teacher evaluation for online instruction.</p>	<p>is understood by all Mesa Faculty and Administrators.</p> <p>Mesa members of the SDCCD Online steering committee will continue to encourage better means of student feedback outside of the evaluation process.</p>
<p>3.4 Working closely with SDCCD Online, review and document all aspects of support services required to enhance distance learning. This includes student services and academic service which traditionally were only available on campus.</p>	<p>Otto Lee</p>	<p>Elizabeth Armstrong Rich Rose Bill Craft Andrea Henne All MIT committee</p>	<p>First steps have been taken but much remains to be done. A librarian dedicated to online services has been authorized and the hiring committee is in progress.</p>	<p>Planning: During campus level strategic planning conduct a review of staff, equipment, training and other support provided to distance education efforts at Mesa College. This strategic planning effort should be tied into the program review of departments that teach courses online. Moreover, the Mesa strategic planning that relates to this issue should be incorporated into SDCCD strategic planning.</p>
<p>3.5 Working closely with SDCCD online, develop and implement mechanisms to improve retention and persistence in distance learning</p>	<p>Otto Lee</p>	<p>Elizabeth Armstrong Rich Rose Bill Craft Andrea Henne All MIT committee</p>	<p>SDCCD has made significant efforts in this respect but much remains to be done.</p>	<p>Action: Involve new Mesa Online Services Librarian with SDCCD Online and Mesa level efforts to forward this goal.</p>

courses, including online assessment and orientation models to better prepare students for success in distance learning courses and programs.				
3.6 Enhance learning resources and services provided in the Learning Resource Center to increase availability to any student learning at a distance	Bill Craft	Roger Olson Jill Baker Andrea Henne	Online Services Librarian to start in July 06.	
3.7 Increase the level of Mesa College's involvement with SDCCD Online by:	--	--		
3.7.1 Working closely with SDCCD Online to develop and implement district-wide distance learning policies. (i.e., for maximum class size, intellectual property rights, etc.)	Otto Lee	Elizabeth Armstrong Roger Gee Karen Owen Hank Beaver	Mesa is an active participant in the development of district-wide distance learning policies and procedures. Administrators and faculty have input through the SDCCD Online Steering Committee. Faculty have input through the Academic Senate and through its ad hoc committee on Online Instruction; Dean Otto Lee is tasked with coordinating Distance	

			Learning at Mesa. The VPI is fully involved in developing college policies and procedures that relate to online instruction.	
3.7.3 Active participation with SDCCD Online to develop online delivery methods, website authoring tools, and online course management processes and procedures.	Karen Owen	Otto Lee Roger Gee Elizabeth Armstrong Karen Owen Hank Beaver	In the past year, a lot of progress has been made in this area. The MIT Committee, the VP of Instruction, the Dean of Mesa's School of Business, Mesa's WebCT Faculty Mentor, the LRC's Instructional Technology Faculty, the Dean of SDCCD Online, and the District Director of IT have all participated in exploring an improved online LMS and supported pilot programs using live lectures.	
3.7.4 Active participation as new markets for distance learning are established.	Otto Lee	School Deans Dept Chairs Elizabeth Armstrong	Scripps Clinics and Hospitals are working with Mesa to determine if online instruction is appropriate.	

4. Administrative Efficiency:

We will install and maintain appropriate levels of information technology throughout the college while ensuring that we maintain SDCCD. This effort will include Information Technology systems that support the business of the college and that provide access for decision making.

Strategies	Campus Advocate	Subject Matter Experts	Status 06	Recommendations
4.1 Establish, implement, and modify, as required, minimum functional standards for faculty and staff desktop computing including hardware, software, and network access.	Bill Craft	Ron Perez Michael Davis Ken Einstein Todd Williams Chris Horvath Carlos Toth	All new computers purchased in 06-07 will be at least Pentium IV—3.4 GHz; 1 gig of memory; 120 gig hard drive; 17” flat screen monitor.	
4.2 Develop and implement a campus-wide plan to update all technology used to support administration, faculty and staff.	Bill Craft	Rich Rose Elizabeth Armstrong Otto Lee Yvonne Bergland Ron Perez Bill Craft IELM and VTEA Committees	An inventory of all campus hardware and software is nearly complete. Software and hardware are tracked by the campus software technician and we are using only properly licensed software throughout the campus. Currently the campus has over 1800 computers installed. New computer installations are justified by program review.	Planning: Ensure that campus budget development includes adequate resources to maintain installed hardware and software base. Ensure that as new buildings are constructed, plans are developed and funding is dedicated to support the equipment and technology that is built in to the new structures.
4.3 Develop, update, and	Bill Craft	Ken Einstein	Connectivity has been	

maintain the technical infrastructure required to support seamless communication between campus buildings and all district sites.		Ron Perez Todd Williams Michael Davis Hamid Hamidy	extended to Muir School and is planned for the new Allied Health Bldg and the Police Substation.	
4.4 Support the implementation of a district wide, web based portal system which integrates all administrative Information Technology requirements into a single web or intranet accessible system.	Bill Craft	Elizabeth Armstrong Kent Keyser Rich Rose	A Portal System is planned for long term implementation by SDCCD; however, funding has not been dedicated to the task at this time.	Planning: During campus level strategic planning conduct a review of Portal Technologies that could be used to support Mesa College. This strategic planning effort should be tied into the long range plans of the District IT Department and District Student Services.
4.5 Support and use a district-wide institutional research database that contains reliable data accessible to faculty and staff, capable of handling ad-hoc queries.	Yvonne Bergland	Elizabeth Armstrong Bill Craft	Campus based researcher has been hired and provided with proper computer support.	

5. Professional Development:

We will develop and implement ongoing technology-related professional development and training programs for all full and part time faculty and staff.

Strategies	Campus	Subject Matter	Status 06	Recommendations
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	Advocate	Experts		
5.1 Develop and implement methods for obtaining faculty and staff input related to technology training needs and issues.	Karen Owen	MIT	The Academic Senate's ad hoc committee for online learning has tasked itself with this issue and will work with others also interested in this issue, including the Miramar and City ad hoc committees and SDCCD online.	
5.2 Provide ongoing and current information to all faculty and staff about technology currently available throughout the district and how to access it.	Bill Craft	MIT	<p>SDCCD Online had conducted extensive training for faculty seeking information about online instruction.</p> <p>SDCCD Online has provided several months of full-time service by a staff member trained to help online faculty to get started with their courses.</p> <p>Two full-time faculty members in the Mesa CIL provide full-time support to Mesa's contract and adjunct faculty in a well equipped 12 station "faculty only" computer lab.</p>	

5.3 Use the faculty FLEX program to create an ongoing year-round, campus-wide training program that offers a variety of alternatives.	Hank Beaver	Bob Michaels Jill Baker Carlos Toth Yvonne Bergland	The CIL, AV, and Library faculty and staff provide a wide range of FLEX activities throughout the year.	
5.3.1 Use various delivery modes, including classroom instruction, independent study, and technology mediated instruction.	Hank Beaver	Bob Michaels Jill Baker Carlos Toth Kevin Branson	Mesa has established 10 year-round subscriptions to the Lynda.com training service for staff and faculty training. This service provides world-class training using online videos. The 10 subscriptions are managed through the LRC and may be reassigned to a different person each month to ensure maximum use.	
5.3.2 Schedule classes at various times and on various days.	Hank Beaver	Bob Michaels Jill Baker Carlos Toth	Faculty Flex classes are scheduled on Friday evenings and Saturday mornings since that time meets the needs of many faculty members. Other training is scheduled throughout the year at a variety of times.	
5.3.3 Provide training on both administrative and	Hank Beaver	Bob Michaels Jill Baker	This year staff training has centered on the new	

academic technologies and applications.		Carlos Toth Bill Craft	Colleague Financial, Horizon Library, and WebCT Vista systems. A full schedule of training has been provided.	
5.4 Provide discipline and job specific training on technology tools and applications.	Bill Craft	School Deans	FLEX training is available to faculty and staff. The LRC is running a pilot project for classified staff training.	
5.5 Provide support specific training, and general information on ADA and 508 requirements, fair use copyright law, intellectual property, and other pertinent legal issues as these relate to the use of technology in SDCCD and at Mesa College.	Jill Baker	Bill Craft LRC faculty Chris Horvath Gail Conrad	To date, all training support has been on an individual basis. However, ADA and 508 standards are set in place, and a climate of ADA, copyright, and related legal compliance has been established and enforced.	Action: Web Designer will provide more training on ADA and 508 compliance to faculty members who maintain unofficial websites.
5.6 Include information about technology resources in the faculty orientation and mentoring program.	Bill Craft	Jill Baker Hank Beaver Val Ontell Jean Smith	At the new faculty orientation, information is provided on how to access technology support which is available to all faculty members. Flex activities are offered at this time to familiarize faculty with AV equipment and media (video) support.	

6. Communication:

We will use all available information technology capabilities to continue open dialog among administrators, faculty, effective communication between instructors and students, and to market the college.

Strategies	Campus Advocate	Subject Matter Experts	Status 06	Recommendations
6.1 Use the Mesa College web site as a primary means of internal and external communication.	Bill Craft	Web Designer PIO Jill Baker	A full-time Web Designer and PIO have been hired and are coordinating closely to ensure that the website is useful and can serve as the primary means of internal and external communication for the college. Moreover, the Web Designer has been tasked to ensure that the official Mesa College Web Site conforms to ADA/508 standards and will ensure that all new content added to the site will conform as well.	
6.2 Centralize all campus web support activities under the School of Learning Resources and Information Technology	Bill Craft	Web Designer Jill Baker Hank Beaver Mike Gast Michael Davis Kevin Branson	The Web Design Department has been established within the LRC and has formed the nucleus of staff support for all campus web support activities.	Action: Integrate the functions of the Web Design Department with the AV Department and the Online Services Librarian to ensure that support for online learning is enhanced.
6.3 Working closely with the district IT staff	Bill Craft	Ron Perez Ken Einstein	Exchange 2003, a major upgrade to the current email	

<p>to ensure reliable email communication with all members of the college community, including all members of the following groups: administration, contract and adjunct faculty, full and part time staff, and students.</p>			<p>system, will be implemented prior to fall 06.</p>	
<p>6.4 Investigate alternatives for expanding off-campus access to district technology resources and information systems with the goal of making it possible for faculty and staff to operate from home as effectively as they can in their offices.</p>	<p>Bill Craft</p>	<p>Ken Einstein Todd Williams</p>	<p>The upgrade of Exchange 2003 will provide a much more powerful version of Outlook Web Access for use by faculty and staff at home.</p>	
<p>6.5 Actively participate in district-wide efforts to create district-wide information technology appropriate use policies for faculty, staff, and students.</p>	<p>Elizabeth Armstrong</p>	<p>Ron Perez Bill Craft Chris Horvath Carlos Toth MIT Committee</p>	<p>Mesa has participated in all District IT meetings and has several members on the Microcomputer Advisory Group (MAG) that establishes baseline computer standards.</p>	

7. Fiscal Resources for Technology:

We will allocate an appropriate portion of general and restricted funds for Information Technology at Mesa College. Ensure that technology and purchases relate directly to the documented program requirements.

Strategies	Campus Advocate	Subject Matter Experts	Status 06	Recommendations
7.1 Develop a multi-year technology implementation plan, incorporating Total Cost of Ownership (TCO) concepts into the acquisition and support of information technology to support future buildings funded by Proposition S or other sources.	Ron Perez	Bill Craft Elizabeth Armstrong Michael Davis Building Committees	Building Committees have made significant progress developing plans for new buildings but overall technology costs are still funded primarily by one-time money. A good start has been made this year by bringing the college's computer equipment and software inventory up-to-date.	Action: Develop transparent funding plans to support the ongoing maintenance costs of technology at Mesa College.
7.2 Prioritize information technology spending in accordance with institutional goals, enrollment management, and ongoing program review, making choices that can be adequately funded on an ongoing basis by identified and allocated funds.	Elizabeth Armstrong	Rich Rose Ron Perez Yvonne Bergland Bill Craft	A full cycle of Program Review has been completed by all programs at Mesa College. Building on these data, IELM, VTEA, and General Fund spending for technology needs has been accurately prioritized.	Planning: Integrate technology planning more closely with campus-wide strategic planning and program review.
7.3 Investigate and implement district or	Bill Craft	Kevin Branson	A district-wide licensing program is in place for all	

campus-wide software licensing agreements as appropriate.			Microsoft software. This year, the District implemented a program with Adobe software to ensure the best pricing on all Adobe Creative Suite and Adobe Macromedia Heritage products.	
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