Santa Ana College

**Technology Plan
2007-2012**

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Introduction

Technology planning at Santa Ana College was institutionalized in 1998 with the creation of SACTAC, Santa Ana College Technology Advisory Committee. SACTAC was created in the Fall of 1998 and is comprised of faculty members representing all the academic divisions of the college, staff members and administrators. The SACTAC mission is to craft the planning agenda for the college and through its various subcommittees, implement appropriate college wide initiatives such as training and development of the college's web site.   There have been three editions of the plan. These can be found on SAC's internal web site: http://insidesac.net/committee/sactac/default.asp. The methodology used to create past plans was to review accomplishments, draw from district and college goals, prioritize at SACTAC and select the various priorities for implementation. Some of the accomplishments from 1998 to the present are

- Standardization of computers
- 90+ rooms outfitted with computers and projectors otherwise described as "mediated classrooms"
- Computers for all faculty
- Ongoing technology workshop program
- Development of the SAC public website, www.sac.edu and a continuous process for revisions
- Creation on an internal website, www.insidesac.net
- Ongoing support for Distance Education
- Availability of electronic mail for part time faculty
- Implementation of wireless technology for students in most of the campus
- Revision of college mission statement now includes technology

The current plan has been created from several sources: the previous plan, ideas from a SACTAC retreat held in January 07, and themes brought forth at SAC's Strategic Planning session held in April 2007.

Connections to SAC Planning Initiatives

The themes, ideas and strategies outlined in this plan have been drawn from priorities noted in

- SACTAC planning retreat in January 2007 resulting in Core Dreams document
- SAC Strategic Plan
- SAC Educational Master Plan
- Departmental Portfolio Plans
- The District Plan is currently being developed by the district wide Technology Advisory Group

Vision

Santa Ana College is dedicated to creating a learning environment that provides access to state of the art technology resources for all students, faculty and staff. As such it supports District wide initiatives that provide a robust and secure infrastructure, standard hardware and software, responsive support and maintenance, comprehensive training, planning and budgeting.

Students graduating from Santa Ana College will have mastered basic computer skills and possess the technology skills and awareness necessary to give them the competitive advantage that will promote success in their chosen careers and professions. Students will have access to a variety of services delivered online.   Faculty will be able to use technology to enhance curriculum for the benefit of their students, to improve their operational efficiency, and for their professional enhancement. Staff will have access to technology resources that will enable them to be productive and efficient contributors to their organizations. Management will have ready access to relevant data that will allow for more effective management of their units and functions.

Goals

There are three overall goals in our 2007 – 2012 plan. They focus on students, the college environment and the classroom. The goals are derived from the strategic plan. Strategies, requests for expenditures and timelines are included in the annual Operational Plan. An Action Plan is derived from the Operational Plan allowing for a narrow focus on the objectives and planning agenda for each year.

Goal A: Students

SAC students will graduate with highly competitive technology skills that will serve them in their continuing education and professional life.

Competency in computer skills has become an essential basic skill in our society. Students in elementary schools learn how to keyboard, use instructional programs, and search the Internet. Many of our students come from diverse backgrounds that might not have afforded experiences to learn and develop computer skills. It is our plan to test incoming students and to make sure they meet a definite set of requirements agreed upon by faculty and departments upon program completion at SAC. The skills sets might vary depending on academic discipline. A psychology major might need higher level Excel skills in order to manipulate research data; a fashion design major might need high level skills in design software.   Whatever the discipline or program, we envision students leaving SAC being ready for upper level coursework at the institution into which they transfer. Students immediately entering the workforce should exhibit expertise that exceeds entry level skills for their chosen profession.

The strategies described here represent a transformation in curriculum. They will be implemented gradually to give departments sufficient development time thus ensuring ultimate full implementation. Some programs will achieve a level of readiness earlier than others. The work will evolve through time so that by 2012 a majority of disciplines will have incorporated computer skills outcomes into their curriculum.

A.1 Determine skills sets required; revise to reflect current trends and needs

A.2 Determine technology skills sets of incoming students

A.3 Determine technology skills sets of students by department/discipline

A.4 Imbed technology skills into appropriate department curriculum

A.5 Determine learning areas where students can learn appropriate technology skills required for class assignments

A.6 Enhance existing facilities to promote technology proficiency

A.7 Assess student technology skills upon identified program completion

Goal B: College Environment

SAC will provide a technology rich environment that will promote efficiency and productivity for faculty, staff and students

In 1998 a few faculty members had computers that were not networked. We had approximately 20+ classrooms with a computer and data/video projector. Nearly 10 years later our environment is completely different. Most observers will see technology in classrooms and offices; however much remains to be done:

B.1 Provide student e-mail on registration

B.2 Provide registration 365/24/7

B.3 Install 100% wireless access to Internet on campus

B.4 Plan portal access to college and Datatel information for students and staff

B.5 Implement portal access

B.6 Provide current hardware, software, and databases to offices, student labs, the library, and all classrooms

B.7 Strengthen the technology training staff development program

B.8 Continue to replace and upgrade office technology (hardware and software)

B.9 Enhance and ensure timely, efficient and complete technology support in all offices

B.10 Continue to develop strategies to provide timely information useful functionality and effective design for the SAC webpage, including division/department web pages

B.11 Provide communication software that allows for collaboration such as blogs and wikis

B.12 Include technology in facilities planning by coordinating college and district efforts

B.13 Support expanded usability development of Datatel/Colleague

B.14 Provide access to information to   students, staff and faculty with disabilities through the use of state of art specialty technology

B.15 Develop alternative strategies for funding technology including endowments

Goal C: Classrooms

SAC will provide innovative instructional technologies that will enable faculty to enhance and facilitate student learning

Learning is our primary objective. Our primary learning environment is the physical and virtual classroom. This means making the latest and best performing technology available to faculty, and providing the training in the use of the technology tools and their pedagogical applications.   In the past decade faculty have significantly enhanced their technology skills sets; however, those skills are tool specific competencies only. Now that we have a large body of skilled faculty, we need to concentrate on training how to apply those skills to enhance pedagogical issues. We have all been victims of "Death by PowerPoint." (We teach a workshop on it). Faculty need to focus on the effective use of technology and not take for granted that technology tools work.

We also need to continue to press for satisfactory technical support and for continuous replacement of classroom equipment.

C.1 Mediate remaining classrooms, as needed

C.2 Update, replace and standardize technology in existing classrooms every 5 years

C.3 Enhance and ensure timely, efficient and complete technology support in all classrooms

C.4 Fully develop an instructional design team and training program to support faculty which includes
a.   facilities
b.   personnel
c.   a responsive organization

C.5 Continue to maintain and increase quality of distance education (defined by a set of rubrics) and the quantity of online, and hybrid courses

TIMELINES, BUDGET & ACCOUNTABILITY

The Vice President of Academic Affairs and the SACTAC co-chairs reviewed the goals and strategies and derived likely timelines to accomplish the objectives. The agreed upon timelines will provide the structure for the annual action plan. Overall timelines are listed below but will necessarily be adjusted in the coming semesters.

Goal A: Students

SAC students will graduate with highly competitive technology skills that will serve them in their continuing education and professional life.

Action	Resources	Timelines	Leads
A. 1 Create a continuum of digital/technology skills	Staff time	A.1 December 2007, revise annually	A.1 SACTAC co-chairs, C & I
A. 2 Develop an assessment tool and implement at (a) admissions time or (b) faculty by faculty	Staff time	A.2 Pilot April/May 2008 via Early Decision	A.2 SACTAC co-chair, C&I chair, VP AA
A. 3 Create specialized, advanced continuum reflecting discipline specific needs; implement department by department	Staff time	A.3 November 2010	A.3 Department Chairs, Faculty

Action	Resources	Timelines	Leads
A. 4 (a) Survey faculty for interest (b) Develop list of courses (c) Work on a minimum of two courses per semester.	Staff time	A.4 December 2010	A.4 Curriculum Council, Dept. Chairs, VP AA
A. 5 (a) Inventory computer labs for availability of advanced hardware & software	Staff time	A.5 December 2009	A.5 SACTAC, Co-chairs
(b) Provide hardware &/software (two stations) for each lab, as needed	$$$		
(c) Modify ACC lab to accommodate media production area	$$$		
(d) Provide checkout equipment of computers, and digital recorders for students	$$$		
A. 6 Enhance existing facilities to promote technology proficiencies	Staff time	A.6 December 2011 and continually	A.6 VP AA, Deans
A. 7 Administer post-test and issue a certificate if growth is evidenced.	Staff time	A.7 May 2011	A.7 Department chairs and Faculty with other resources as needed, e.g., Testing Center, Research Department, ILR

GOAL B: College Environment

SAC will provide a technology rich environment that will promote efficiency and productivity for faculty, staff and students.

Action	Resources	Timelines	Leads
B1. Request status of SACTAC recommendation to implement e-mail	Staff time	B.1 Spring semester 09	B.1 ITS and A & R

B2. Implement Colleague Student System access	Staff time	B.2 Summer 2009	B.2 A & R and ITS
B3. Purchase and install wireless equipment	$ 28,000.00	B.3 January 2010	B.3 VP AA, VP SS, ITS
B4. a) Determine information streams needed by students b) Determine information streams needed by faculty and staff c) Determine timelines for implementation and responsible entities college and district.	Staff time $$$ $$$	B.4 Summer 2009 Pending Datatel implementation	B.4 SACTAC, SCC Tech Committee, ITS
B5. Implement student portal	Staff time	B.5 Fall 09 and ongoing	B.5 ITS, VP AA, VP SS
B6. a) Survey faculty and staff re state of their office technology; classroom technology, and lab technology b) Obtain site licenses for needed software c) Replace equipment	Staff time $$$ $$$	B.6 January 2008 and annually	B.6 Associate Dean, ILR
B7. a) Develop a continuum of skills b) Develop an assessment instrument c) Survey faculty and staff d) Offer workshops continuously, including online	Staff time Staff time Staff time Staff time	B.7 May 2008; May 2009 and annually	B.7 SACTAC, AD of ILR, Faculty Development Coordinator, Literacy Coordinator
B8. a) Review inventory report of hardware and software b) Develop replacement lists for classrooms, labs, and offices c) Budget for replacements of x% of inventory annually.	Staff time Staff time Staff time	Continuous	B.8 AD ILR, Management, VPs

B9. Enhance and ensure timely, efficient and complete technology support in all offices	Staff time Staff time Staff time Staff time $$$	B.9 April 2009 and annually	B.9 ITS is responsible for maintenance; ILR
B10. Continue to develop strategies to provide timely information useful functionality and effective design for the SAC webpage, including division/department web pages	a) Develop survey b) Perform usability test including focus groups c) Assess web software d) Revise design after portal implementation e) Purchase DAM	B.10 May 2008	B.10 Web Development Committee, AS ILR
B11. a) Research availability and use of programs at other colleges b) Develop sound applications for the programs c) Assess the use of the programs Review plans for all new buildings and remodels	Staff time	B.11 Fall 2008 and annually	B.11 SACTAC task force, VP AA
B12. (a) Note issue at FC (b) Make presentation to FC (c) Request that SACTAC review new facilities' plans	Staff time	B.12 September 2007 and ongoing	B.12 VP AS, VP AA, Facility Comm., Assistant VC of Facility Planning
B13. Participate in appropriate committees	Staff time	B. 13May 2009 and annually	B.13 ITS, President

Action	Resources	Timelines	Leads
B14. a) Disseminate information via demonstrations to SACTAC, Academic Senate, Curriculum & Instruction, Chairs meetings b) Provide resources to students, faculty and staff as needed.	a) Staff time b) Cost of readability software	B. 14 May 2008 and annually	B.14 AD DSPS
a) Research possible sources b) Develop plan to solicit funding c) Obtain 1 endowment per year.	a) SACTAC b) SACTAC work group	B.15 December 2007	B.15 VP AA, SACTAC, Director of SAC Foundation

GOAL C: Classrooms

SAC will provide innovative instructional technologies that will enable faculty to enhance and facilitate student learning

Action	Resources	Timelines	Leads
C.1 a) Prioritize 26 remaining rooms b) Mediate 14 rooms c) Mediate 14 rooms	a) Staff time b) $145K c) $145K	C.1 June 2008	C.1 VP AA
C2. a) Create matrix listing all classroom b) Develop replacement calendar c) Plan for security for all mediated classrooms d) Fund replacements annually	a) Staff time	C.2 March 2008 and every year thereafter	C.2 AA Dean ILR, VPAA

C3. a) Improve SAC ITS Help Desk b) Explore collaboration with SAC Media Help Desk c) Develop a preventive maintenance schedule for all instructor PCs and projectors	a) Staff time & cooperation	C.3 April 2008 and annually	C.3 SAC ITS responsible for maintenance; ILR
C4. a. Plan for relocation of various technology units b. Hire instructional designer and student assistants to existing staff c. Reconfigure existing staff (media producers, graphic artists, learning resource specialists, instructional assistants, coordinators and other staff.)	a) Staff time b) $90K from literacy grant	C.4 Spring 2008; Survey in Spring20 09 and annually	VP Academic Affairs; Literacy grant coordinator; ILR Associate Dean
C.5 Continue to maintain and increase quality of distance education (defined by a set of rubrics) and the quantity of online, and hybrid courses	a) Develop rubrics b) Conduct inventory of courses at set times during the academic year	Staff time	C.5 Spring 09; end of each semester

CHALLENGES

Despite the best planning the vagaries of state funding will always remain a challenge. Not only is there uncertainty in the quantity of funding, but most importantly the lack of predictability in funding creates disconnects between planning and budgeting. Management needs to commit to funding approved technology projects and have technology as a college priority.

Another area of difficulty is our inability to have accurate inventories for hardware and software.

APPENDICES

1.   SAC Technology Action Plan 2007-2008

2.   Budget Requests 2007-2008

3.   Classroom PCs that need to be replaced

4.   Mediated classrooms and priority of rooms to be mediated.

5.   Inventory of non-instructional PCs

6.   Inventory of instructional PCs

7.   Office PCs (faculty and staff) that need replacement

8.   Disciplines that teach and use technology

9.   Planning Retreat Technology Map—Core Dreams

10.   Software Inventory (not yet available)

11.   Server Inventory

12.   Network connectivity—ports per building (not yet available)

13.   Wireless implementation

14.   Distance Education Course Inventory (not yet available)

15.   All equipment in classrooms, March 08

Appendix 1

SAC Technology Action Plan 2007-2008

Appendix 2

Budget Requests 2007-2008

Appendix 3

Classrooms PCs that need replacement

Appendix 4

Mediated classrooms and priority of rooms to be mediated

Appendix 5

Inventory of non-instructional PCs
(not yet available)

Appendix 6

Inventory of instructional PCs
(not yet available)

Appendix 7

Office PCs (faculty and staff) that need to be replaced

Appendix 8

Disciplines that teach and use technology

Appendix 9

Planning Retreat Technology Map—Core Dreams

Appendix 10

Software Inventory
(not yet available)

Appendix 11

Server Inventory
(not yet available)

Appendix 12

Network capacity—ports per building
(not yet available)

Appendix 13

Wireless Implementation

Appendix 14

Distance Education Course Inventory
(not yet available)

Appendix 15

All Equipment in Classrooms, March 2008