GOLDEN WEST COLLEGE

GWC

HUNTINGTON BEACH, CA

TECHNOLOGY MASTER PLAN

2012 - 2017

GOLDEN WEST COLLEGE
Technology Master Plan
2012 - 2017

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Section 1
Golden West College Technology Master Plan Vision Statement

Vision Statement

In alignment with the Golden West College (GWC) Educational Master Plan (EMP) and the Coast Community College District Vision 2020 Plan, GWC will use information technology to support student success and retention by recommending an information-rich, interactive educational environment that embeds technology into the fabric of teaching and student learning experiences as well as supports continuous improvement of all academic and administrative operations at GWC.

Guiding Values and Principles

The following list of values and principles have been selected by the College Technology Committee to serve as a foundation for the development of the Golden West College Technology Master Plan (TMP) 2012-2017.

- **Access and Equity**

  We strive to ensure open access to our college and equitable opportunities for all the residents of our community.

- **Campus Environment**

  We value and support "Spirit of Place" through which the people, buildings, and grounds all serve to convey to our students that they are welcome and that our College is a special place of learning.

- **Collaborative Environment**

  We support active participation, based on trust, openness, consistency, and respect, in the college's decision-making process. We encourage students, faculty, and staff to work together to solve problems by listening to one another, by speaking honestly, and by demonstrating ethical behavior and responsibility for the good of the College.

- **Excellence and Innovation**

  We work to provide a quality education environment for students by embracing a culture of assessment and continual improvement. We are inspired by our founding president's dictum to "Let Change Be the Tradition," to encourage innovation, creative problem solving, and to welcome changes that will enhance the College's ability to fulfill its mission.

- **Learning**

  We aspire to high academic standards and support the personal growth of all our students. We are committed to student learning that culminates in identified student outcomes.

• Inclusiveness and Diversity
We value diversity and recognize the contributions of all individuals. We support the free and open exchange of thoughts and ideas in an environment that embraces mutual respect and civility.

• Leadership
We promote active leadership for students, faculty, and staff at all levels of the institution and through partnerships with the community at large. We embrace our responsibility to clearly communicate, inspire, and proactively respond to the changing needs of ours students and community.

• Stewardship and Sustainability
We are responsible for utilizing and developing our human, environmental, and fiscal resources efficiently and effectively and in a manner consistent with the principles of health and sustainability.

• Teaching
We value the primary role that faculty play in providing students with a dynamic and challenging environment that maximizes learning. We also acknowledge the important roles that classified staff and managers perform in support of students and their learning.

• Technology
We value the role that technology plays in reducing barriers to learning, the innovative ways to deliver instruction, the changing ways of how students learn and retain knowledge, increasing access to educational opportunities, creating new ways of addressing students' learning needs, and enhancing the administrative aspects of serving students and faculty.

Section 2
Purpose, Mission, and Function of the Technology Master Plan

Introduction

The 2012-2017 GWC Technology Master Plan (TMP) provides a clear and concise strategic pathway to guide the campus forward during an extraordinarily challenging economic climate with respect to procuring external funding to maintain, upgrade, and introduce new educational technology to promote student success. The CTC has taken into account in a serious manner the limited fiscal resources in the short-term facing community colleges in the State; thus the newly updated TMP emphasizes cost-effective solutions to ensure that informational technology continues to provide open access to all college stakeholders and equitable opportunities for all.

The main impetus of the Golden West College TMP, then, is to provide a set of recommendations to the campus community, providing a flexible and practical technological framework that allows the campus to navigate successfully through the turbulent waters in an ocean of economic uncertainty by recommending cost-effective technologies, improving the efficiency of existing technologies, and finding creative ways to maximize productivity with existing systems. Moreover, the TMP emphasizes the value of information technology in reducing barriers to learning, increasing access to educational opportunities, creating new ways of addressing students' learning needs, and enhancing the administrative aspects of serving students and faculty in all areas of campus activities. The plan is closely aligned with the Golden West College Educational Master Plan (EMP) and the Coast Community College District (CCCD) Vision 2020 Educational Master Plan. The Technology Master Plan will be reviewed accordingly for progress and assessment as needed.

CTC Priorities Defined in 2011-2012 Academic Year

During the 2011-2012 Academic Year, the following priority projects emerged from the program planning process:

> **Priority 1**: *Complete a college-wide technology plan.*
>
> **Priority 2:** *Conduct a technology survey for all campus stakeholders.*
>
> **Priority 3:** *Open forums to solicit input for the Technology Master Plan.*

These priorities have been communicated to the campus community and appropriate campus committees, so that students, faculty and staff understand the college-wide priority for work to be completed in the 2011-2012 academic calendar year.

Technology Defined

The College Technology Committee defines technology as all computer hardware, software and technology infrastructure essential to the delivery of information (gathering, storing, retrieving, communicating, or displaying) in text, image, or digitized form. Technology includes both academic and administrative computing systems as well as related software, instructional delivery systems (learning management systems, multimedia, data and video distribution), communications links, and all integrated systems and software that support the above.

Methodology for the 2012-2017 TMP Plan

This TMP is the result of a process that began in the Spring Semester 2011. The CTC consulted the CCCD Vision 2020 Strategic Themes for Challenging Decade plan and the GWC Educational Master Plan to ascertain the strategic areas to be incorporated into the new TMP for 2012-2017. The following areas were identified and voted upon by the CTC committee in the Spring Semester 2011 during the planning process.

- **Infrastructure**— Access and Enable
- **Productivity**—Redesign and Transform
- **Teaching & Instruction**— Prepare and Connect
- **Learning**— Engage and Empower
- **Assessment**— Measure What Matters

Surveys

The idea of a campus wide survey was discussed at length in the CTC committee during the Fall Semester 2011. The most recent technology survey conducted on campus was during the late nineties; thus, in order to best assess the current technological needs of all campus stakeholders, the CTC committee partnered with the Staff Development Office and the GWC Research Department in developing a campus wide technology survey that would target all campus stakeholders. The CTC identified four primary stakeholders: Students, Faculty, Classified, and Administrators. Subcommittees were developed and questions created accordingly for each stakeholder. The surveys were distributed during the time period of February 24th, 2012 through March 12th, 2012. The data was analyzed by the CTC subcommittee assigned to each strategic area in April of 2012. The data from the survey was incorporated into the finalized draft of the TMP document. (See Appendices).

Open Forums

The CTC committee conducted two open forums for the general campus community to provide input on the finalized draft version of the TMP. The first open forum was conducted on May 2nd during the CTC regularly scheduled meeting in Humanities 107 from 2:30 – 4:00 p.m. The second open forum meeting was conducted on May 14th in Humanities 107 from 5:00-7:00 p.m.

Section 3
Planning, Governance, Budget Process, and Execution

The technology vision and goals are recommended by the College Technology Committee and approved by the Planning and Budget Committee. The CTC, in cooperation with the appropriate manager, oversees the implementation of the adopted technology plan at GWC. The plan will be designed to implement solutions and services that will further promote District-wide collaboration and sharing.

The Golden West College Technology Committee

Charge: (1) Keep abreast of the latest advance in educational technology, to disseminate this information to the campus community, and to provide a place where information can be exchanged.
(2) To provide consultation services to the campus community regarding educational technology matters.
(3) To carry out special projects involving the development of educational technology upon request by an appropriate campus body. The committee reports to the Planning and Budget Committee.
(4) Participate in developing and monitoring the College Technology Plan.

Reports to: College Planning and Budget Committee

Co-Chairs: Anthony Maciel, Senior Director, Technology Support Services
Gonzalo Garcia, Systems Librarian, Library and Learning Resources Center

Recorder: Tamara Barylski

Golden West College Technology Committee Members

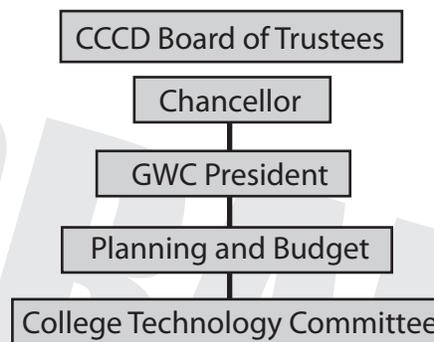| Constituencies	Committee Members
Associate Dean, LRC & Online Instruction	Jorge Ascencio
Executive	Wes Bryan
Faculty – At large	Maria Chovan
Classified -At large	Joan Deniken
Classified-At large-Online	Sean Glumace
VP Student Life & Administrative Services	Janet Houlihan
Student	Dale Lendrum
VP Student Success	Fabienne McPhail Naples
Faculty-Student Services	Jimmy Nguyen
CIT Representation	Jennifer Ortberg
Faculty-At large-Online Instructor	Pam Pacheco
Classified Staff Member-TSS	Jerry Spiratos
Student	Vacant

Technology and the Strategic Planning and Budget Process

In the governance structure of the college, the CTC serves as the primary channel to the Planning & Budget committee for reviews of requested technology requests, policy recommendations on technology, and recommendations on new technology implementations.

Governance Structure

The campus will maintain an appropriate campus technology governance structure with major responsibility for prioritizing and coordinating campus technology initiatives in accordance with the Golden West College TMP.

GOLDEN WEST COLLEGE CORE PLANNING STRUCTURE
OCTOBER 22, 2008

CCCD Board of Trustees

Chancellor

GWC President

Planning and Budget

College Technology Committee

Funding

The growing demands of students, faculty, and staff require a substantial investment in technology. The Technology Master Plan requires the allocation of appropriate college and district funds as part of a comprehensive strategic plan for implementing the College Technology Plan. Golden West College will create a technology fund to support campus technology that promotes student success. Golden West College budget will allow the Technology Master Plan to be fully implemented accordingly in a five year time frame. Although the campus is currently facing fiscal challenges, the Technology Master Plan is a strategic plan that addresses the ongoing technological needs of the college in the coming years. The College Technology Committee has reviewed the appropriate scholarly publications that indicate the importance of technology for higher education in the future, as well as using the results of the campus surveys distributed in the Spring Semester 2012. Technology at Golden West College will be an important enabler in student success, retention, teaching, learning, and the delivery of instructional content. It is the recommendation of this committee that Golden West College will create a line item that guarantees funding for technology in the campus yearly budget and integrates the Technology Master Plan into campus planning and budgeting initiatives.

Funding Recommendations
- Fund the plan so it can be implemented within the five year time frame.
- Create a line item funding in the campus yearly budget to fund technology.

Section 4
Strategic Areas Defined

Infrastructure— *Access and Enable*

Infrastructure is the physical and organizational structures/facilities needed for the operation of campus technology which includes servers, storage, cabling, audio/visual, and related technology equipment. GWC will research ways to implement a comprehensive infrastructure for learning that will enable the college to support and deliver todays and tomorrows technologies.

Productivity—*Redesign and Transform*

Golden West College will seek ways to streamline current organizational processes to take advantage of advancements in technology that will lead to improvements in learning outcomes while actively pursuing ways to implement cost-effective solutions that will allow the college to use its available resources more efficiently.

Teaching & Instruction— *Prepare and Connect*

Faculty, students, and staff will utilize an information technology infrastructure that is supported and fully funded. This infrastructure will increase accessibility of information, data, and resources to deliver dynamic content to learners in a meaningful and engaging manner, both inside and outside of the learning environment. The goal of the college is to encourage learners who have diverse learning styles to be active and knowledgeable participants in a constantly evolving global networked society.

Learning— *Engage and Empower*

Technology will facilitate engaging learning experiences for all learners, promoting student success and supporting learning outcome objectives. All learners taking courses at Golden West College will have relevant and empowering learning experiences with technology used inside and outside the classroom. This experience will prepare learners to be active, ethical, and knowledgeable participants in a globally networked society.

Assessment— *Measure What Matters*

The GWC campus will seek creative ways to use technology to access data as a means to gauge, report, and promote student success while strengthening institutional effectiveness and improving operational efficiency for the general campus.

STRATEGIC AREA: INFRASTRUCTURE

Infrastructure Defined

Infrastructure is the physical and organizational structures/facilities needed for the operation of campus technology which includes networking equipment, cabling, servers, storage, data center, audio/visual, and related technology equipment. GWC will research ways to implement a comprehensive infrastructure for learning that will enable the college to support and deliver today's and tomorrows technologies.

Key Trends

The following trends have been identified through research of relevant technology publications, scholarly educational sources, and a campus technology survey distributed in the Spring 2012 semester.

Systems
- Virtualization Desktop Infrastructure (VDI)
- Single Sign-on
- Mobile Technologies
- Data Growth

Infrastructure
- Core networking systems to ensure delivery of today's and tomorrow's technology
- System and Data Security
- Instructional Environments (adequate classroom technology)
- Digital Signage
- Learning Management System

Resources: People – Process – Technology
- Internal Hosting vs. Cloud-Based Options
- Transparent IT Processes
- Sustainability
- Partnering of Functional Users and IT

Goals and Objectives

1.1. Review and Analyze Cloud-based Computing options to improve efficiency, functionality, and lessen complexity, technical management time, and costs.

   1.1.1. Analyze cloud-based programs and services that can be beneficial to students, faculty, and staff. Focus on programs and services that are directed toward enriching the learning spectrum for students and faculty.

   1.1.2. New systems that are recommended or needed will first be compared against cloud-based solutions to determine if the cloud-based solution is more cost efficient.

   1.1.3. This may involve the partnership with third-party vendors for such services: Microsoft, Google, etc. Some examples could be Microsoft Live@edu, Office Web Apps, Google Apps for Education, and other collaboration services.

   1.1.4. New systems recommended for implementation will take into account Total Cost of Ownership (TCO) including staffing and service maintenance agreements.

1.2. Introduce an IT replacement cycle for faculty, staff, and administrative computing systems.

    1.2.1. Create a report based on the type, age, and use of the computers on campus.

    1.2.2. Develop a criteria to define a high end user and an average user.

    1.2.3. Gather computer utilization information such as RAM, hours of intense processor utilization, number of concurrent programs opened, and processor use.

    1.2.4. Categorize each user on one of two categories: high end user or average user.

    1.2.5. Analyze whether VDI technology can meet the needs of the average user instead of a full desktop computer.

    1.2.6. Based on the age and category of equipment, create a replacement schedule.

1.3. Introduce a networking equipment and server replacement cycle for all college systems that will provide the infrastructure to deliver today's and tomorrow's technologies.

    1.3.1. Create a report of all routers and switches with their age and end of life date.

    1.3.2. Create a report for all servers with their age and end of life date.

    1.3.3. Create a report for all other networking equipment (e.g. storage area network, DNS equipment, etc.).

    1.3.4. Based on age, end of life date, and best business practices, create a replacement schedule.

1.4. Develop a Replacement Cycle for printers, projectors, copiers and other classroom technology.

    1.4.1. Conduct needs assessment for printers, projectors, copiers, clickers, and other audio/visual items for staff, faculty and students to identify efficiencies.

    1.4.2. Use best practice models in figuring the replacement cycle for these items.

    1.4.3. Work with instruction to assess classroom technology needs.

    1.4.4. Develop a replacement schedule for all classroom technology.

1.5. Develop a roadmap and move towards Virtual Desktop Infrastructure (VDI) that will enhance the learning environment, lower cost of ownership, and increase technology management efficiencies.

    1.5.1. Analyze the current underlying infrastructure to determine if it will support VDI implementation in terms of bandwidth needed as not to undermine computer processing speed.

    1.5.2. Review instructional lab utilization data from the previous semesters.

    1.5.4. In conjunction with instruction, develop a list of instructional labs that will benefit from virtualization technology.

    1.5.5. Deploy virtualization technology to more labs, measure response time and experience of students and instructors.

    1.5.6. Lessen the carbon footprint on campus; reduce electrical costs; and, provide central management to reduce service costs by instituting VDI.

    1.5.7. Aim to virtualize at least 55% of all campus computer workstations.

1.6. Develop a roadmap to address institutional data growth and security

    1.6.1. Analyze data growth patterns for instructional and non-instructional areas of the campus to project future growth trends.

    1.6.2. Analyze current storage solutions and see if expansion is viable or purchasing a new solution will provide greater ROI.

    1.6.3. Look into various software solutions in order to better manage data growth.

1.6.4 Research current firewall specifications, age and condition and look into the possibility of providing new hardware for superior security into the college campus.

1.6.5 Research new e-mail security, spam, malware, and virus protection to phase out existing outdated system that are might not meeting needs.

1.6.6 Research network segmentation to provide optimal security for department or services to meet PCI and other regulatory requirements.

1.6.7 Analyze existing network to determine other areas that can be better secured by hardware or software solutions that provide optimal return on investment while reducing the amount of management and overhead.

1.6.8. Work with staff development to create a staff training plan that address data security and storage.

1.7. Research, analyze and implement a plan to enable college systems to deliver data to mobile devices

1.7.1. Review existing research that shows future growth patterns of mobile operating systems such as Android systems, iOS, Blackberry, and other.

1.7.2. Establish the standard of platforms to be used in development of mobile apps taking into consideration their integration into our existing infrastructure.

1.7.3. Work with all college constituents to create a list of mobile services/apps to be created.

1.7.2. Establish standards and policies on handling new security risks from smartphones and other mobile devices and adequately enforce new policies and procedures.

1.7.3 Research and recommend hardware and/or software to handle the threats posed by mobile devices.

1.7.4. Determine if mobile devices will be best served by providing separate VLAN.

1.8. Implement digital signage that will provide rich content to students, faculty and staff.

1.8.1. Research various vendors who offer digital signage for internal and external use.

1.8.2. Develop a plan and target areas where digital signage will best service the campus with a primary aim to assist/guide students.

1.8.3. Determine if digital signage has the capability and capacity to allow for text to speech and act as a possible alert system or public address system on campus.

1.8.4. Inquire from all relevant sources whether we can advertise on our digital signs.

1.8.5. Create a replacement plan and potential revenue resource for digital signage.

1.9. Create a culture of stewardship and sustainability.

1.9.1. Utilize and develop our technological infrastructure efficiently and effectively and in a manner consistent with the principles of stewardship and sustainability.

1.9.2. Seek ways to work with vendors to ensure the equipment purchased is recyclable and environmental friendly.

1.10. Engage in discussions regarding disaster recovery for technology on campus.

1.10.1. Identify the potential disasters that GWC is prone to based on our geographical location.

1.10.2. Foster campus dialogue on the importance of technology and disaster recovery.

Summary

These goals and objectives collectively aim to support and enhance the infrastructure of the campus and create a learning environment that is conducive to student success. The infrastructure will be robust and flexible to deliver today's and tomorrow's technologies.

STRATEGIC AREA: PRODUCTIVITY

Productivity Defined

Golden West College will seek ways to streamline current organizational processes to take advantage of advancements in technology that will lead to improvements in learning outcomes while actively pursuing ways to implement cost-effective solutions that will allow the college to use its available resources more efficiently and more effectively in a manner consistent with the principles of stewardship and sustainability.

Key Trends

The following trends have been identified through research of relevant technology publications, scholarly educational sources, and a campus technology survey distributed in the Spring 2012 semester.

- Maximize Utilization of Existing Enterprise Resource Planning (ERP) – SunGard Banner
- College Portal and Content Management System
- Virtualization Technology
- Mobile Devices
- Web 2.0 Technologies
- College-wide Approach to Technology Procurement and Contracts
- Software Management and Acquisition
- Printing Management

Goals and Objectives

2.1. Research academic and management systems that integrate with Banner and have viability to bring value-added to our college departments.

    2.1.1. Research ERP modules such as Degreeworks, Student Educational Plans, Workflow, Events Management, etc. for deployment viability.

    2.1.2. Collaborate with College Continuous Improvement Team (CIT) and District Continuous Improvement Team to bring forth ideas on module implementation.

    2.1.3. Ensure all recommended module implementation has thorough cost analysis.

    2.1.4. Seek collaboration opportunities with other colleges that use Banner.

    2.1.5. Increase training in Banner to increase usage and productivity.

        2.1.5.a. Support training of report writing and extracting data using Banner.

    2.1.6. Continuously assess the utilization of our Learning Management System (LMS) -- Blackboard.

        2.1.6.a. Seek user input as to needs and upgrades to enhance use and learning.

        2.1.6.b. Review other LMS products in the market to ensure we have the best LMS system available that works for our educators.

2.2. Implement a college-wide software acquisition process that leverages the college's purchasing power to lower costs.

    2.2.1. Conduct software discovery to identify all software installed on campus computers.

    2.2.2. Develop a list of all campus licensed software.

    2.2.3. Collaborate with all college departments to ensure all licensing discovered is required.

    2.2.4. Collaborate with all departments and College Technology Committee (CTC) to develop a software acquisition process including allocation of funds for purchase/renewal.

2.2.5. Negotiate all future software acquisitions as one entity versus departments and leverage our purchasing power.

2.2.6. A final report will be presented to CTC for discussion.

2.3. Virtualization of computer labs on campus to maximize efficiency and use.

2.3.1. Assess the results of the Math Lab pilot virtualization project and discuss at College Technology Committee, Academic Senate, and all other relevant stakeholders.

2.3.2. Explain the benefits of virtualization to all campus stakeholders.

2.3.3. Work with all academic administrators to develop a virtualization plan that will work for their specific disciplines.

2.3.4. Ensure virtualized labs will serve more than one discipline to maximize our investment, utilization of space, and lower IT management time.

2.4. Increase communications with Web 2.0 technologies and mobile technologies.

2.4.1 Utilize texting, social networks, Twitter, blogs, wikis, YouTube, and the latest 2.0 technologies to facilitate effective communication and open access to information for staff, faculty, and students.

    2.4.1.a. Provide students registration and campus information via mobile devices.

    2.4.1.b. Integrate mobile interfaces to relevant GWC campus online resources.

    2.4.1.c. Investigate ways to communicate with instructors through their mobile devices.

    2.4.1.d. Find efficient and cost effective ways to help program individual devices used on campus by staff, faculty, and students.

2.4.2. Explore software for faculty to minimize student plagiarism.

2.5. Implement collaboration software (Sharepoint) to increase efficiency and streamlining of campus processes.

2.5.1. Analyze the need and cost-effectiveness of implementing SharePoint software for the campus.

2.5.2. Create a Sharepoint taskforce made up of functional users and IT to discuss initial potential projects.

2.5.3. Provide appropriate training to faculty, staff, and administrators on the use of SharePoint.

2.5.3. Outline a plan to implement SharePoint across the campus.

2.6. Integrate campus-wide training for all relevant productivity software.

2.6.1. Work with Staff Development to introduce training measures aimed to utilize new/existing campus technologies and campus software.

2.6.2. Create video training modules on utilization of SunGard Banner – ERP modules and workflow.

2.6.3. All training media or initiatives will be made available to every employee.

2.6.4. Create a training plan for all future technology initiatives. All future technology initiatives to have a training component as part of the implementation plan.

2.7. Review and Analyze Cloud-based Computing options to improve efficiency, functionality, and lessen complexity, technical management time, and costs.

2.7.1. Analyze cloud-based programs and services that can be beneficial to students, faculty, and staff. Focus on programs and services that are directed toward enriching the learning spectrum for students and faculty.

2.7.2. New systems that are recommended or needed will first be compared against cloud-based solutions to determine if the cloud-based solution is more cost efficient.

2.7.3. This may involve the partnership with third-party vendors for such services: Microsoft, Google, etc. Some examples could be Microsoft Live@edu, Office Web Apps, Google Apps for Education, and other collaboration services.

2.8. Evaluate Copiers and Printers to Maximize Utilization and Lessen Costs of Printing.
2.8.1. Get a list of all copiers, utilization, and contracts.
2.8.2. Synchronize all copier contracts.
2.8.3. Negotiate with one copier vendor and achieve better pricing.
2.8.4. Get a complete list of all printers on campus, utilization, and location.
2.8.5. Form subcommittee of College Technology Committee (CTC) and analyze information.
2.8.6. Subcommittee to make recommendation of printer plan based on best use and practices.
2.8.7. The recommended plan will be presented to CTC for discussion.

2.9 Create a culture of stewardship and sustainability.
2.9.1. Implement cost-effective solutions that will allow the college to use its available resources more efficiently and more effectively.
2.9.2. Seek ways to work with vendors to ensure the equipment purchased is recyclable and environmental friendly.

Summary

These goals collectively aim to support the goal of transforming and streamlining organizational processes that remove duplication of work at all levels to create a more effective organization, and education system.

STRATEGIC AREA: TEACHING/INSTRUCTION

Teaching/Instruction Defined

Faculty, students, and staff will utilize an information technology infrastructure that is supported and fully funded. This infrastructure will increase accessibility of information, data, and resources to deliver dynamic content to learners in a meaningful and engaging manner, both inside and outside of the learning environment. The goal of the college is to encourage learners who have diverse learning styles to be active and knowledgeable participants in a constantly evolving global networked society.

Key Trends

The following trends have been identified through research of relevant technology publications, scholarly educational sources, and a campus technology survey distributed in the Spring 2012 semester.

- The evolution of the physical and virtual classroom: technology, delivery, flexibility
- Interactive learning through mobile devices
- Smart Classrooms
- Students utilizing databases, productivity software and media to compile, transform, and integrate various materials to engage in the knowledge creation process
- Electronic Books
- Interactive Whiteboard for teaching
- Interactive gaming environments to enhance teaching

- Reinventing the information experience through podcasting/video casting studios, mini theaters and other group spaces to create content
- Growth of online programs and degrees
- Increased use of learning management systems such as Blackboard
- E-portfolios
- Distributive Learning
- Mobile Learning
- Social Media Networks to enhance collaborative learning globally and locally.

These key trends capture the changing student populations who are accustomed to new technologies.

Goals and Objectives

3.1. Research, review, implement and support new technologies to enhance teaching and learning.

3.1.1. The campus will prioritize and support training of faculty in the areas of instructional design using new technologies.

3.1.2. The campus will prioritize and support training for instructors to develop technology skill sets that effectively integrate technology and pedagogy in the classroom that ensures student success.

3.1.3 Expand the role of the online course management system to provide a comprehensive collection of tools and resources for teaching and learning.

3.1.4 The campus will prioritize and support the development of online access to all services and maximize integration with current and future content management systems and student information systems.

3.1.5 The campus will prioritize and support the development of learning spaces to increase access and enhance learning to promote student success.

3.1.6. The District will prioritize and financially support new technologies to enhance teaching and learning to promote student success.

3.2. GWC will continue to address the diverse learning needs and technology expectations of our students with relevant classroom technology in order to increase student success.

3.2.1. The College will recognize and support the diverse learning styles, technology literacy and communications techniques across the student population.

3.2.2. The College will keep up with current technology demands and match student learning needs.

3.2.3. The College will prioritize and financially support new technologies to enhance teaching and learning to promote student success.

3.3. Explore innovative ideas and solutions in technology for enhancing teaching and increasing student success.

3.3.1. Seek collaboration to utilize and consolidate technology across the district.

3.3.2. Identify and utilize existing college facilities to maximize teaching and learning experiences.

3.3.3. Integrate state of the art technology campus wide to expand student learning experiences.

3.3.4. The College will prioritize and financially support new technologies to enhance teaching and learning to promote student success.

3.4. Expand technical proficiency of educators.

3.4.1. Increase awareness of available technological resources on campus to increase effective teaching practices.

3.4.2. Introduce training on web tools such as wikis, blogs, and data inquiry and data visualization tools.

3.4.3. Provide new and engaging technical workshops, district-wide forums, video and audio tutorials, and quick tip worksheets.

3.4.4. Provide professional development for faculty to utilize technology to facilitate various learning styles.

3.4.5. The College will prioritize and financially support new technologies to enhance teaching and learning to promote student success.

3.5. Faculty Training in Online Teaching

3.5.1. Support the district-wide development of curricula for faculty that increase their knowledge and comfort in Online Teaching, multi-media course material, and use of the supported LMS.

3.5.2. Explore evaluations to improve Curriculum Quality Control to foster student success.

3.5.3. Research instructional technology in online classes to match quality standards of on-campus classes.

3.5.4. The College will prioritize and financially support new technologies to enhance teaching and learning to promote student success.

Summary

These goals and objectives collectively aim to enhance and support the teaching experience of faculty leading to student success.

STRATEGIC AREA: LEARNING

Learning Defined

Technology will facilitate engaging learning experiences for all learners, promoting student success and supporting learning outcome objectives. All learners taking courses at Golden West College will have relevant and empowering learning experiences with technology used inside and outside the classroom. This experience will prepare learners to be active, ethical, and knowledgeable participants in a globally networked society.

Key Trends

The following trends have been identified through research of relevant technology publications, scholarly educational sources, and a campus technology survey distributed in the Spring 2012 semester. The evolution of learning styles based upon the learners use of technology

- Mobile Computing devices and their impact on the learning process
- Virtual Classrooms, including online instruction and their impact on student learning and retention
- Gaming technology and its applicability to learning
- Integration of gaming technology to enhance learning
- Interactive gaming environments to enhance learning
- Social Networking
- Comprehensive learner-friendly course management system

These key trends capture the changing student populations who are accustomed to new technologies. Campus will prioritize and financially support a comprehensive learner-friendly course management system.

Goals and Objectives

4.1. GWC will address the diverse learning styles of students by supporting faculty using technology to ensure student success.

    4.1.1. The College will prioritize and support technology needs to recognize and support the diverse learning styles, technology literacy and communications techniques across the student population.

    4.1.2. The College will continue to identify the needs and provide professional development in technology for faculty.

    4.1.3. The College will prioritize and support current mobile technologies to enhance student success.

    4.1.4. The College will support an Online Education Advisory Committee to identify existing technologies to promote student retention and success.

    4.1.5. The College will prioritize and financially support programs and training that will help faculty facilitate the diverse learning styles and counseling of students.

4.2. All learners will have engaging and empowering learning experiences with relevant technologies both in and outside of the college classroom.

    4.2.1. Ensure computer labs are available.

    4.2.2. Maximize hours and usage of computer labs.

    4.2.3. The College will prioritize and financially support a comprehensive learner-friendly technological campus environment.

4.3. Expanded IT Support for Students

    4.3.1. Investigate the feasibility of a more direct support for students.

    4.3.2. Research the creation of a specific student support desk, student training opportunities, and a walk-in student support window.

    4.3.3. Explore customizable learning environments with existing technology.

    4.3.4. The College will prioritize and fund expanded technology support for students.

4. 4. Develop and adopt learning resources that use the flexibility and the power of technology to reach all learners.

    4.4.1 Increase the availability of 24-7 access to online resources.

    4.4.2 The campus will prioritize and support training for instructors to develop. technology skill sets that effectively integrate technology and pedagogy in the classroom that ensures student success.

    4.4.3. The College will prioritize and financially support a comprehensive learner-friendly course management system that supports student success.

4.5. Use advances in technology to enhance STEM (science, technology, engineering, and mathematics) enabling all learners to excel in STEM.

    4.5.1 Explore the use of interactive devices in the classroom.

    4.5.2 Support development of gaming inter-activity to support classroom learning.

    4.5.3 Research third party software to promote student retention.

    4.5.4. Use technology to combine existing technological classroom tools to enhance learning and student success.

    4.5.5 Investigate classroom to classroom connection.

    4.5.6 Define and outline the technology needs for STEM.

    4.5.7. The College will prioritize and replace equipment for STEM.

4.**6. Use of existing campus facilities to enhance learning in the classroom.**
    4.6.1 Use existing studio and recording facilities to create faculty generated content for   classroom.
    4.6.2 Existing and new technologies that enhance delivery of instructional content.
    4.6.3 Use existing studio and recording facilities to create student generated content for   classroom.
    4.6.4 The College will prioritize and financially support existing campus facilities that enhance learning in the classroom.

4.7. Continue to develop and identify Learning Resources Center (LRC) technologies that enhance student learning and promote student success.
    4.7.1 Implement new technologies to support student learning and research.
    4.7.2 Implement software for single sign on authentication for all of the library subscription databases.
    4.7.3 Maintain campus support for the library subscription databases that provide learners access to relevant periodical publications for research.
    4.7.4 Increase the availability of electronic books for all learners.
    4.7.5 Investigate the feasibility of implementing software that allows students to reserve the group study rooms.
    4.7.6 The College will prioritize and fund Learning Resources Center (LRC) related technologies that enhance student learning and promote student success.

4.8. Continue to develop and identify Counseling technologies that enhance student learning and promote student success.
    4.8.1 Develop and implement a viable and sustainable online educational plan program to promote student success.
    4.8.2 Incorporate the ability to provide an online student self selection component to existing counseling appointment system.
    4.8.3 Integrate an automated appointment reminder system via phone call or text.
    4.8.4. Provide continued funding for existing software programs related to career and transfer services.
    4.8.5 The College will prioritize and fund technologies that support Counseling to enhance student learning and promote student success.

Summary

These goals collectively aim to support and enhance the educational learning experience for students.

STRATEGIC AREA: ASSESSMENT

Assessment Defined

The GWC campus will seek creative ways to use technology to access data as a means to gauge, report, and promote student success while strengthening institutional effectiveness and improving operational efficiency for the general campus.

Key Trends

The following trends have been identified through research of relevant technology publications, scholarly educational sources, and a campus technology survey distributed in the Spring 2012 semester.

- Using relevant data to promote student success and retention
- Integration of Student Learning Outcomes
- Accreditation data
- Promote a culture of evidence
- Dashboards, Student portfolios

Goals and Objectives

5.1. Seek ways to use technology to increase student success and retention.

5.1.1. Expand pre-assessment of local high school students for early registration.
5.1.2. Explore technologies to improve off-site assessment and registration.
5.1.3. Research mobile technologies to enhance off-site assessment and registration.
5.1.4. Research and adopt an online testing assessment system for the campus.
5.1.5. Create a district assessment standard and/or tools to promote consistency across campuses.
5.1.6. Automate existing systems to improve campus efficiency with respect to assessment.
5.1.7. Automate processes to support planning, goal setting, self-assessment, and self-improvement for all students and educators including the creation of student academic plans.
5.1.8 The College will prioritize and financially support ways to use technology to increase student success and retention.

5.2. E-Portfolios for Students

5.2.1. Identify new software that can provide E-portfolios.
5.2.2. Use existing technologies to create an E-portfolio.
5.2.3. Use technology based assessments to drive decisions on the basis of what is best   for each and every student that in turn will lead to student success.
5.2.4. Explore software that can synchronize assessment for faculty via a course management system.
5.2.5. Make all student information be sent into the E-portfolio.
5.2.6. Explore options to provide proper E-portfolio training for students, faculty, staff.
5.2.7 The College will prioritize and support E-portfolios for students.

5.3. Create IE Dashboards in cooperation with District.

5.3.1. Create, deploy and maintain an institutional effectiveness "dashboard" that is customized to the needs of various users in the organization.
5.3.2. Facilitate evidence-based decision making by providing timely data on academic programs, student support services, and institutional efficiency from a common college database.
5.3.3 The College will prioritize and support IE dashboards in cooperation with District.

Summary

These goals collectively aim to support the goal of measuring and reporting student success, institutional effectiveness, and operational efficiency while using data for institutional self-reflection and continuous improvement.

Appendix A

Study Materials Consulted by Technology Plan Subcommittees

Coast Community College District Vision 2020 Plan: *Strategic Themes for a Challenging Decade.* April 2011.

Johnson, L., Smith, R., Willis, H., Levine, A., and Haywood K., (2011) The 2011 *Horizon Report.* Austin Texas: The New Media Consortium.

National Educational Technology Plan . *Transforming American Education Learning Powered by Technology.* March 2010.

GWC Educational Master Plan. Cambridge West Partnership, LLC. Spring 2011.

Reclaiming the American Dream Community College and the Nation's Future. *A Report from the 21st –Century Commission on the Future of Community Colleges.* American Association of Community Colleges. 2012.

Appendix B

Open Forums & Surveys

College Wide Open Forum—Facilitated by the Co-Chairs of CTC
1. Open Forum #1: May 2nd 2012 in Humanities 107 from 2:30 - 4:00 p.m.
2. Open Forum #2: May 14th 2012 in Humanities 107 from 5:00 - 7:00 p.m.

Joint Survey: College Technology Committee and Staff Development
1. Fall Semester 2011: CTC identified the following stakeholders: Faculty, Classified,, Administrators, and Students. Subcommittee created for each stakeholder and a series of questions were created and implemented into the campus wide survey.

2. Spring Semester 2012: The surveys were distributed February 12-March 1, 2012.

GOLDEN WEST COLLEGE

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