Laney College Technology Master Plan

2019-2021

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Table of Contents

LANEY COLLEGE TECHNOLOGY MASTER PLAN- 2019-2021

Executive Summary

High quality computing and information technology services play a pivotal role in today's higher education institutions. The Technology Planning Committee (TPC) was charged with creating the Laney College Technology Master Plan to align with the College's strategic goals and objectives. This Plan, in accordance with accreditation standards from the Accrediting Commission for Community and Junior Colleges (ACCJC), is committed to sustainability and innovation. A subcommittee of five members was formed, to identify and integrate technology needs campus wide and then author, schedule and prioritize the implementation of the Plan.

Taken into consideration were the needs arising out of the 2018-2019 Comprehensive Program Reviews and Annual Program Updates, the 2017 Laney Facilities and Technology Master Plan and distance education initiatives outlined in the 2019 Distance Education Plan. These needs were aligned with the need to increase student retention, success, transfer and completion, along with requirements for facilities, current pedagogies, active learning, and recruitment of faculty.

The goals outlined in the Technology Master Plan supports the College's mission and strategic plan, and also align with the Peralta Community College District's Facilities and Technology Master Plan in the areas of network infrastructure, telephony, classroom technologies and security systems. This Plan provides the framework for the College to adopt and implement the use of modern technology throughout the entire campus community in pursuit of our mission to educate, support, and inspire students to excel in an inclusive and diverse learning environment rooted in social justice.

Technology Planning Committee Membership

Director of Information Technology	Rupinder Bhatia
CE Faculty	Vina Cera
Public Information Officer	Dolores 'Max' Bernal
Dean (Instruction)	Mark Fields
Network Support Specialist	Vu Phan
Associated Students Laney College	Carl Iniguez
Counselor	Lilian Chow
DE Coordinator	Chelsea Cohen
Librarian	Yiping Wang
Alternate Media Technology Specialist	Alexandra Cipher
Fiscal Staff Services Specialist	Pak Ho
Department Network Coordinator	Gerald Casey

Technology Planning Committee Charge and Responsibilities

Through review and discussion, establish a uniform and integrated structure for considering information technology matters in order to advise the President and the College Council in making strategic management decisions involving information technology. This includes technology recommendations from other college committees and/or campus groups affecting the college as a whole.

1. Document and assess the current state of technology utilization and staffing;
2. Assist the college in developing a strategic technology plan;
3. Review and make recommendations on strategic planning for the college's information technology resources;
4. Identify, prioritize, and recommend areas for expansion, access, and maintenance of technology utilization to enhance instructional programs, student services, and the management of the college;

5. Identify, prioritize, and recommend both on-going and specialized training needs for maximum utilization of technological resources;

6. Identify, prioritize, and recommend staffing for technology usage;

7. Collect, evaluate, prioritize, and recommend technology proposals for implementation;

8. Recommend funding strategies and priorities for technology spending;

9. Advise the District Technology Committee about the information technology needs and concerns of Laney College; receive and provide regular reports from the District Technology Committee, review and respond as appropriate.

10. Collaborate with the Distance Education Committee to support faculty and students with technology needs

Mission of the Laney Information Technology Department

The mission of the Information Technology department is to provide a secure, reliable and effective technology infrastructure in order to support the delivery of instruction and the effective use of technology across the college, while integrating institutional and district strategic planning goals.

· Provide support to improve the faculty, staff and student technology experience

· Provide high level of technology support services

· Promote effective user adoption of technology

· Follow a shared governance model to drive innovation

· Effectively use IT resources to provide campus wide support

Key Drivers for the Technology Master Plan

Based on the needs assessment undertaken in development of the 2016 Laney College Educational Master Plan and 2017 Laney College Facilities and Technology Master Plan, and in accordance with ACCJC Standard IIIC (see appendix III) the following were identified as key drivers in the development of this Plan:

- Consolidate IT personnel resources to provide efficient campus-wide support
- Track Software/Equipment Inventory
- Modernize infrastructure
- Promote user adoption of technology
- Create efficiencies for staff by automation

New approaches to pedagogies based on 21st Century technologies require continuous training and technology updates. Currently at Laney College, the facilities and technology infrastructure is not conducive to active learning for students and professional development for faculty and staff. As part of stakeholder feedback for the College's Facilities and Technology Master Plan, the chart below illustrates more specifically the challenges Laney faces. For example, 86 percent of respondents believed many of Laney's classrooms needed improvement. Also, our current software cannot be supported on our antiquated hardware. We need to establish better tracking systems for replacement cycles and equipment refresh. This will facilitate better technology planning and budgeting. Making these changes will lead to greater success as measured by completion, transfer rates and/or employment opportunities.

CAMPUS STAKEHOLDER DATA

Process

The starting point for gathering stakeholder feedback on fa-cilities, infrastructure and technology needs was to conduct an Online survey based on facilities needs identified in the previous 2012 facilities master plan. The objective was to validate whether those needs and priorities were still valid, and to explore what other needs may have arisen since then.
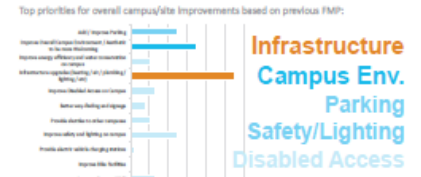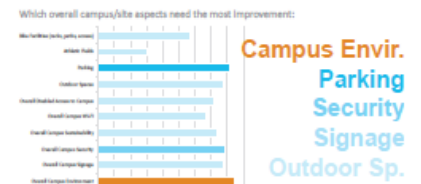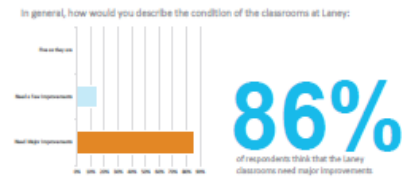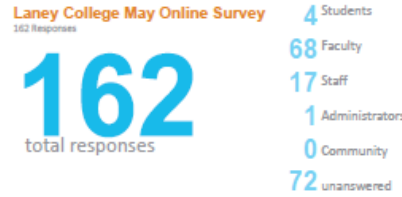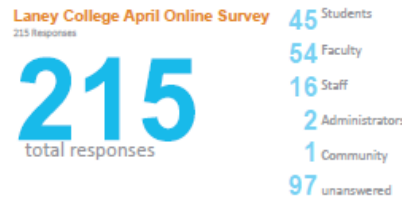
Laney College launched (2) surveys, one in April (215 re-sponses) and another in May 2017 (162). The survey in May refined some of the questions asked in April. Regardless, both surveys were analyzed and the complete results are presented in the Appendix, with a snapshot of some of the results to the right.

In addition to the Online surveys, additional stakeholder feedback regarding campus needs was provided through the Facilities Planning Committee (FPC) and numerous campus forums in May. Two forums for facilities, one for infrastructure and assessments, one for technology, one for sustainability, and one for preliminary prioritization. Needs were validated through review of solutions at a Flex Day pre-sentation, and subsequent extensive FPC led stakeholder outreach across shared governance committees.

The major findings of the stakeholder feedback are:
- All infrastructure deficiencies (utilities, mechanical, electrical, plumbing, roofing etc.) need to be addressed, first and foremost
- Classrooms (includes lecture and lab spaces) and Technology need to be modernized and updated
- Several programs are in need of co-location and appro-priately configured spaces (see next page)
- Improvements to campus aesthetics, campus environ-ment, disabled access, bathrooms, parking, security

Figure 2.7: Sample Online Survey Answers

Laney College April Online Survey
215 Responses

215 total responses

45 Students
54 Faculty
16 Staff
2 Administrators
1 Community
97 unanswered

Laney College May Online Survey
162 Responses

162 total responses

4 Students
68 Faculty
17 Staff
1 Administrators
0 Community
72 unanswered

In general, how would you describe the condition of the classrooms at Laney:

86%
of respondents think that the Laney classrooms need major improvements

Which overall campus/site aspects need the most improvement:

Campus Envir.
Parking
Security
Signage
Outdoor Sp.

Top priorities for overall campus/site improvements based on previous FMP:

Infrastructure
Campus Env.
Parking
Safety/Lighting
Disabled Access

Which facilities need the most improvement:

Bathrooms
Technology
Classrooms
Comp. Labs
Class Labs

Top priorities for facilities improvements based on previous FMP:

Technology
Infrastructure
Campus Aest.
Parking
Library/LRC

Top priorities for facilities improvements based on previous FMP:

Technology
Classrooms
Library/LRC
Student Svcs.
Furniture

6

LANEY COLLEGE TECHNOLOGY PLAN			
Goal 1:	**Consolidate IT personnel resources to provide efficient campus-wide support**		
College/District Strategic Goal:	**Promote Equity**		
Activities	**Benefits/Outcomes**	**Timeline**	**Resources Required**
Work with HR to update IT job descriptions	New job descriptions will address current technology needs	2019	HR support, Union support
Move IT to a central location	Central location to improve co-ordination and communication for effectively addressing user requests	2020	Facilities
Consolidate various budget items to a central IT budget	Standardized procedures will efficiently address user requests & purchases	2020	District HR, Budget
Create technology mentors for supporting Distance Ed	Support Distance Education Plan initiatives	2019	IT, DE Committee
Goal 2:	**Track Software/Equipment Inventory**		
College/District Strategic Goal:	**Promote a collaborative institutional culture for communication, governance and decision-making**		
Activities	**Benefits/Outcomes**	**Timeline**	**Resources Required**

Activities	Benefits/Outcomes	Timeline	Resources Required
Create equipment inventory/refresh cycle for PC's, laptops and printers	Ensure equipment uptime and timely replacement. Supports more accurate budget projections for equipment replacement	2019	IT staff, Purchasing
Track all Campus-wide software purchasing, licensing, support renewals	Will help with annual budget projections and also reduce duplication of resources	Ongoing	IT staff, Purchasing
Disposal of e-waste	The identification and documentation of all e-waste will help provide cleaner facilities	Ongoing	IT, Facilities
Goal 3: **College/District Strategic Goal:**	**Modernize infrastructure** **Cultivate a culture of belonging, pride and self-reflection for continuous improvement**		
Activities	**Benefits/Outcomes**	**Timeline**	**Resources Required**
Equip 135 classrooms with Smart Classroom technology	The latest audio visual equipment in classrooms will enhance student learning and instructional efficiency	2019	IT staff, External vendors, Measure A funds
Install electronic locks on approximately 600 campus doors	Will enhance campus safety and security and help effectively manage issuance of keys	2020	IT staff, External vendors, Facilities
Upgrade Wi-Fi infrastructure	Expand coverage for increased and stable access	2019-2021	DGS, District IT and Laney IT, Bond monies

Goal 4:	Promote user adoption of technology		
College/District Strategic Goal:	Cultivate a culture of belonging, pride and self-reflection for continuous improvement		
Activities	Benefits/ Outcomes	Timeline	Resources Required
Create and maintain repository of training resources for employee professional development	A common repository of staff resources will benefit staff to easily access information	2020	IT, Public Information Officer
Provide ongoing employee training for professional development	Efficient use of Canvas, O365, OnePeralta and others	2019-2020	Training needed for IT
Arrange refresher training for 25Live software (Academic/Events scheduling)	Optimize Academic/Events scheduling campus-wide	2019-2020	Budget for training
Implement Library centralized system- LIBRIS (Statewide Library system)	Shared and consistent access to Library resources for students	2020-21	Laney IT, Library staff
Create non-credit technology courses for students	Assist students with readiness for online instruction	2020	IT, Curriculum, DE
Goal 5:	Create efficiencies for staff by automation		
College/District Strategic Goal:	Cultivate a culture of belonging, pride and self-reflection for continuous improvement		
Activities	Benefits/Outcomes	Timeline	Resources Required

Implement online payment system for non-traditional fees	Efficient accounting and convenient access for users	2019	IT, District Finance
Implement remote help desk troubleshooting system	Effectively resolve user requests	2020	District IT, Budget, Training
Implement BoardDocs	Effectively submit documents for shared governance meetings	2019-2020	Laney IT,External vendors

Conclusion

The Technology Master Plan serves as a roadmap for addressing much needed campus-wide technology requirements and enhancements. The Plan is not merely a list of projects but will be a living document that will be updated annually in order to keep up with the changing technology environment of Laney College.

District Technology Committee (DTC): The DTC serves as the over-arching body on all matters related to Information Technology for the District and its four colleges. The DTC provides approval, guidance and oversight for all technology projects in the Peralta Community College District.

Laney Distance Education Committee: The Laney College Distance Education Committee will serve as the college's primary recommending body on matters related to distance education – specifically, focusing on supporting excellence in distance education teaching and learning; recommending policies, procedures, and resources to support effective, innovative, and equitable distance education at Laney College; and support consistent and continuous commitment to improving student learning and success in the online environment.

Laney Facilities Planning Committee: To ensure effective utilization of college facilities that support educational programs and services, the facilities planning committee:

- Recommends policies and develops procedures for submission of physical changes and/or utilization changes of facilities.
- Receives and reviews submissions and presentations for all proposed facility changes and/or utilization.
- Recommends priorities for both long-term and short-term facilities changes.
- Evaluates and documents assignment of facilities with respect to adequacy for programs.
- Integrates program review results/Educational Master Plan updates into the College's Facility Master Plan annually.

Facilities Master Plan

Appendix II: ACCJC Standard IIIC

Technology Resources

1. Technology services, professional support, facilities, hardware, and software are appropriate and adequate to support the institution's management and operational functions, academic programs, teaching and learning, and support services.

2. The institution continuously plans for, updates and replaces technology to ensure its technological infrastructure; quality and capacity are adequate to support its mission, operations, programs, and services.

3. The institution assures that technology resources at all locations where it offers courses, programs, and services are implemented and maintained to assure reliable access, safety, and security.

4. The institution provides appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.

5. The institution has policies and procedures that guide the appropriate use of technology in the teaching and learning processes.

Appendix III: Laney College Vision, Mission and Values

Vision

Dream. Flourish. Succeed.

Laney College Mission

Laney College educates, supports, and inspires students to excel in an inclusive and diverse learning environment rooted in social justice.

Laney College Values

Respect: We demonstrate a commitment to the value of each individual through trust, cooperation, and teamwork. We recognize the worth of each individual and his or her ideas and treat each other and those we serve fairly, with compassion and with esteem.

Diversity: We are a multicultural and diverse organization, an enriching blend of people and ideas. This college is a place for all people, an environment devoted to fostering and embracing the diversity of our staff, faculty and student body.

Appreciation: We demonstrate recognition in the value of the efforts put forth by all of our faculty, staff, administrators and students. We will foster employee growth and performance levels through and personal development.

Competence: We share a commitment to performing our work assignments with excellence and continuous improvement. We emphasize doing our best in teaching and learning, student achievement, administrative practices and delivery of support services.

Integrity: We are committed to nurturing campus trust by holding ourselves accountable to the highest standards of professionalism and ethics.

Accountability: We are individually and collectively responsible for achieving the highest levels of performance in helping students acquire the necessary skills and abilities to earn associate degrees, certificates, transfer, and career preparation. We continually evaluate ourselves in an effort to improve our effectiveness and efficiency in meeting the educational needs of our community.

Innovation: We encourage and support creativity, collaboration and risk-taking. We foster and promote innovation in the design, development, support, delivery, and management of all programs and services.

Collaboration: We work cooperatively in a shared governance environment and value individual ability and diversity in thinking as essential to promote open communication, active participation, exchange of ideas and collaborative decision-making.

Appendix IV: Laney College 2018-2023 Strategic Goals & Objectives

Goal 1: Promote Equity

Objectives

1.1 Align the budget and resource allocation process with the College's mission

1.2 Ensure and promote diversity in committee participation, hiring, and professional development

1.3 Foster cultural humility and inclusion within programs and services

Goal 2: Promote a collaborative institutional culture for communication, governance and decision-making
Objectives
2.1 Increase understanding of and participation in the College's governance and decision-making
2.2 Implement assessment of governance and decision-making processes
2.3 Improve communication between faculty and staff
2.4 Improve responsiveness to student input

Goal 3: Offer students the highest quality curriculum and services
Objectives
3.1 Increase student job placement
3.2 Increase numbers of transfers to 4-year institutions
3.3 Increase degree completion
3.4 Increase course completion
3.5 Increase completion of career education
3.6 Improve the capacity for the development and assessment of curriculum
3.7 Increase the number of students with a comprehensive education plan

3.8 Create a seamless application, enrollment and onboarding process for new and returning students

Goal 4: Cultivate a culture of belonging, pride and self-reflection for continuous improvement
Objectives
4.1 Ensure all the facilities are clean, safe, functioning, well-equipped, and attractive
4.2 Restructure current professional development activities to provide regular and ongoing professional development for all staff
4.3 Adopt a new program review process for all areas of the College
4.4 Develop and provide a student first-year experience program to promote greater student engagement
4.5 Design and deliver purposeful and seamless student support

Goal 5: Increase awareness and access to disproportionately impacted communities
Objectives
5.1 Increase the number of veterans, foster youth, Latinx, and formerly incarcerated students
5.2 Develop and implement outreach strategies for targeted populations in the community
5.3 Grow and maintain stronger relationships with community-based organizations