GROSSMONT-CUYAMACA
COMMUNITY COLLEGE DISTRICT

TECHNOLOGY PLANNING SUMMIT

Held September 23, 2022 at Cuyamaca College and via Zoom

SUMMARY OF THE WORK

This document serves as a summary of the work done by participants of the summit. The first two pages are a synthesis of the work that each break-out group produced. The unedited details of the group work remains in tact starting on page 3. The purpose of this document is to serve as a starting point for all three sites, Cuyamaca College, Grossmont College and District Services, to update their technology plans using the guiding principles and goals identified at the summit.

Guiding Principles

All technology decision makers will seek solutions that are:

Equitable

Experiences and needs vary, and technology should be flexible enough to meet a variety of needs and speak to a wide range of experiences.

Accessible

All students and staff should have access to the hardware and software that they need for academic success. And all technology experiences should adhere to the highest accessibility standards, based on universal design principles, to ensure a rich experience for all users.

Sustainable

To be sustainable, technologies must be simple, streamlined and aligned. Training and support needs and cost-of-ownership must be factored in, and factors such as ease-of-use and environmental impacts should be considered. While needs may vary across sites within the district, attempts to align purchasing and implementation of technology are expected and will be considered in prioritization processes – as they contribute to both sustainability and to ease-of-use for students who access technology at multiple sites.

Student Focused

Primary emphasis should be on what will best serve students and their needs as they pursue their educational goals. This extends to decisions regarding what technologies we purchase and implement, as well as to how, when, and to what extent we implement them.

Secure

Even as access and ease of use remain priorities, the duty to maintain user information security and privacy, both internally and externally, remains central to decision-making.

Transparent

Technology planning, prioritization, implementation, and evaluation should be based on open and clear communication with all stakeholders, should involve input from constituent groups, and should include follow-up information to "close the loop" with everyone involved.

GOALS

1. **Improve infrastructure**
    a. to support student access, engagement, success
2. **Expand operational excellence**
    a. to increase institutional capacity to respond to and communicate needs and decisions
3. **Enhance online and in-person learning experiences**
    a. to promote student learning, engagement, and ease of use.
4. **Eliminate digital divides**
    a. To help ensure equitable rates of success, retention, and completion across all student groups

GUIDING PRINCIPLES – GROUP RESPONSES

Group 1

1. Increase **equitable access** to
    a. Canvas, high-speed Internet, computer, course software
    b. multiple devices such as tablet and mobile device
    c. course materials across campus
    d. Low Textbook Cost/Zero Textbook Cost/Open Educational Resources, reduce use of access codes
    e. Align with colleges' mission, vision, and values
    f. Tech should make things easier, not harder
    g. Ease of use and access–meet the user where they are (multiple platforms, passwords, etc)
    h. Data security
    i. Bandwidth to support users
    j. Governance and management of technology
2. Improve **accessibility** (508 and 504) across devices/browsers and course materials
    a. Publisher materials (i.e., Pearson's PPT's)
3. **Sustainable processes**
    a. Academic longevity: course modality, employee retention and satisfaction, parity w/faculty, classified professionals, and admin
    b. Environmental (green)

Group 2

1. **Total cost** to include planning, life of tech, replacement, etc.
2. Building **capacity** (consultants, training, maintenance, etc.)
3. Thinking of **future** (end of life, replacement, demonstrated effective tech)
4. **Student centered**

Group 3

1. "**Ease of Access**" **Fewer logins** to access technology. Avail equipment to all.
2. Ask the **students** what they need. Keep **student access** and **equity** in mind when implementing technologies.
3. Ask the faculty - what do they need.
4. Ensure **training** for all.

Group 4

1. Systems and support should be **student accessible** and more **inclusive** of diverse populations.
2. Systems should **integrate** with one another with a true single sign-on system across all resources and services.
3. Reduce and/or remove **costs** associated with the educational experience.

Group 5

1. Technology should be **free**, **integrated**, **accessible** and **consistent** across all types of users and modalities (as easy to access in person, HyFlex or online)
2. Technology should make our work more **efficient** and **simple**.
3. Technology should provide a single, central location for accurate **information** that people trust.

Group 6

1. During implementation, **engage operational staff**, not just exec and IT. Ask the questions to get a good understanding of the need and listen for details you might miss if you're not in the weeds.
2. For new technologies, implementation is not just installing the tech - it's also looking at business processes & data flows. Think big on who might be affected or interested and should be invited to the conversation (or at least informed). Ask enough questions.
3. Technology needs to be understood by those who use it.
    1. Implementation **training**, turnover and ongoing training, if all else is equal the more **intuitive** software wins
4. **security** is important but…
5. **sharing** data across silos is also important
    1. These two need to be weighed together. Communication before, during and after implementation are important
6. Less logins is better. **SSO** required for new tech - aka - no new login systems

Group 7

1. Maximize use of systems and features
2. All major systems are managed and **supported** by a team
3. **Communication** about systems and updates is shared on a regular schedule

Group 8

1. **Clear data governance and management** of technology (ie. requests, staffing, budget, ownership, policies)
2. **Ease** of use - Accommodate and meet **students** technology needs where they are (accessibility, bandwidth/infrastructure)

Group 9

1. Implemented solutions/technology should always be **user-centric**
2. Work to make the **online** experience for learning/service as excellent as in person
    - Focus on **quality** practices…
3. Stay the course…make a plan and stick to it….identify goal… maintain momentum
    - There is no "Pre" environment we should be aspiring to get to … pre-pandemic…pre-civil rights…
    - Identification of aligned goals and once that identification is made, then collab. **Support** to accomplish…
4. **Efficiency** - users should be able to conduct transactions with as few keystrokes as possible "get there i 3 clicks or less"
    - **Digitize** every process
    - We should maximize the capacity of what we have/own
5. 360 Degree **Transparency** - when it comes to processes, planning… with what's possible what's not possible. "Remove the veil"
    - No one person/office should have all the "power" (shared ownership/accountability)
6. "Budgets are statements of values"
    - **Responsible** stewards of resources…

Group 10

1. Technology should improve the process, **easy** to use, well **document**
2. Must be **Accessible**/**Affordable**/Ada compliant
3. User experience must be **equitable** for all users - users must have similiar experiences across **platforms**
4. Technology must be seamlessly **integrated**
5. Soft Technology must be user **platform** agnostic
6. **Conform processes to technology** instead of conforming technology to processes

Group 11

1. Focus on **supporting students** as customers
2. **Frictionless** technology (On boarding training/workshop)
3. Eliminate students' limitations to access the technology and required software for specialized courses such as (financial issues, membership/subscriptions) **affordable**, **accessible**

Group 13

1. Outreach to all students, faculty and staff on IT **training**.
2. **Accessibility**:WiFi hotspots to improve online accessibility. Improve **WiFi** range/bandwith. **Cameras and microphones** on all computers.
3. Variety of languages. Training on software and hardware available.

GOALS - GROUP RESPONSES

Key concepts:

Improve **infrastructure** to support student access, engagement, success

Operational excellence – to better respond to and communicate needs and decisions

Enhance **online learning experiences** to promote student learning, engagement and ease of use.

Eliminate digital divides (access to hardware, training/support, multi-modal and platform options).

Group 1

1. Multiple streams of external **funding**:
    a. Fundraise, grants, external funds (Foundation, State, Federal, community)
    b. Fund accessibility coordinators at both colleges on ground (to comply with Title 5)
    c. Additional instructional designers, lab techs, student services (especially with Consortium/Exchange implementation)
    d. Ed Tech: DesignPlus, Otter AI, Fusion, Padlet, Harmonize, Studio, Simplicity
    e. Peer Online Course Review funding
2. **COMMUNICATION** & **transparency** of processes and between/among constituencies
3. **Provide free hardware, software, and Internet access** to all students and employees
4. **Prioritize accessibility** as a foundational principle
    a. All course materials and Canvas course content is 100% accessible to comply with 508 and 504 ADA guidelines
    b. Access to interactive and accessible student resources and directories (i.e., an app with campus map, campus signage in braille, etc)
5. **Streamline processes** for students
    a. Sign-on across platforms
    b. Student registration/onboarding, check financial aid status
    c. Accessing student services
    d. Tech Help

Group 2

1. Increased automation for upgrades, i.e., Windows (proactive vs. reactive)
2. **Effective replacement processes** (example: faculty desktop computers)
3. Budget transparency and clearer processes with technology decisions (possible change to budget distribution/categories)
4. More **paperless processes** (and streamlining if possible!!!)

Group 3

1. Have an assessment for students' needs - **have equipment for ALL**. Equity with equipment
2. Having support/technology staff available during all hours of operations - Saturdays and evenings. Availability at night. too. Be there for night owls. (this supports 1)

3. Mandatory accessible courses that provide **training for entry technology use for all students**. Have the training in multiple languages. The course would also introduce available technologies and student services.
4. Better Hyflex Technology - audio and video higher quality - follow teacher auto focus including protecting the privacy of the student. **High security**. (It was reported in our discussion that the Hyflex setups are not working. The faculty report that students can only hear 20% of the class.
5. Ebooks and have the screens/tech to facilitate students working with an 'open book'.
6. Continual Improvement and Assessment of how we are doing with our tech/STUDENT INPUT

Group 4

1. Establish a single sign-on process for students across all systems
2. I**mplement a single user experience** portal where students can connect to multiple platforms from one place
3. Advance multilingual accessibility for students across resources, services, and support documentation
4. **Improve support services** for students to navigate systems by offering technology courses and orientations
5. **Enhance functionality to systems for distance-learning and remote students**
6. Implementation of more **ZTC courses utilizing OER and library resources**
7. Increase inventory of hardware (e.g., laptops, calculators, etc.) available for checkout from the library
8. Implementation of a day-one access to electronic textbooks within courses (e.g., through VitalSource)
9. Improving publisher relations to negotiate for larger discounts in courses that still require traditional textbooks

Group 5

1. **Every student has adequate technology to succeed at college**, including universally accessible documents and videos.
2. **Robust training** for technology that is well attended (for faculty, students, and staff.)
3. The student experience is simplified by standardizing how they are directed to resources
4. Students are able to make appointments for services in one place online
5. **Things that students need** to do themselves now (and don't even know that they need to do) **are done automatically or at least proactively**, with all instructions explained
6. College employees and students will be able to fill, sign and send a form/document with ease.

Group 6

1. Build a **seamless user experience**. Make things so easy even a student/staff/faculty could use it. Provide self-service and personalized help that is accessible for anything that slips through.
2. Listen to our users and respond appropriately. To listen, we first have to provide a way for our users to talk (provide feedback). Analyze the results and decide if a change is needed (or training, resources, ??)
3. Technological preparedness - all systems should have **life cycle plans** (refreshes, maintenance, age limits, etc…) More planning ahead, less reacting in a hurry, no surprises. Be proactive, not reactive.
4. Build a culture (all of campuses) of change management. Bring everyone along gently with transparency and early communication. Trust environment comes first.

Group 7

1. **Deliver data and systems to Students in the modality they want** and how they want to receive it (smart phones, txt, vernacular, language)
2. CRM system for communication
3. **Utilize the cloud**
4. Real Time and Comprehensive Data Access (from internal and external sources)
5. Identify at-risk students and connecting them to resources
6. Blueprint courses with basic orientation/information, to create consistency

Group 8

1. **Single Sign On**
2. Integrate college systems (ie Experience)
3. Campus/district alignment of projects
4. **Integration of personal devices with campus technology**
5. **Buy campus services with student ID/account**
6. Digital signage
    1. Wayfinding
    2. Classroom scheduling
7. Better communication
8. Paperless

Group 9

- **Students know exactly what they need to do and feel connected** to the instructor from the very beginning.
    - Byte sized communication for students when its needed. No fire hose at the beginning!
    - Coordinated communications that look and feel coordinated
    - Have designated email address for students
    - Website is clear and concise, accessible!

- Student is assigned a “Sherpa” or “Yoda” upon entry to assist in journey. Those Sherpas are provided dashboard/tech to assist
- Staff will be cross-functionally trained on technology so there is less “gatekeeping” or “bottle necking”. The more each staff member can do, the less touchpoints the student has to take.

Group 10

1. **Cloud-based or non-location-bound technology solutions** must be given preference over on-premises or location-based technology
2. Proactive, structured, and automated user management processes that are reliable and result in ease-of-access for the user.
3. **Every student should be provided internet access** if they do not have it.
4. **Every student should be provided hardware** to access their curriculum
5. 24/7 Student Support
6. More vocational courses, curriculum that will respond to the needs of the customers

Group 11

1. Build a mutual trust: borrowing policy laptops/mail them to cross border students under an agreement and contract.
2. Improving students success by providing them with the right tools to succeed /easier on boarding experience
3. Workshop/inter-sessions instros, low cost to help new students decide what majors/courses to take.
4. Virtual mac > or tools that reflect industry standard technology.

Group 13

1. Technology will allow us access to information systems. **Laptop with WiFi hotspots for everyone.**
2. **Internet access. Accessibility leads to course retention.**
3. Technology allows for transparency among faculty and classified staff to data information systems.