Technology Planning Summit – Interview and Survey Analysis

Interview and Survey Analysis-Final

Interview and Survey Analysis-Final					
State Center Community College District Interview Topic Matrix					
1. IT Project List assessed, prioritized, managed and communicated; software evaluation process documented; clear					
goals; who screams the loudest gets projects done; IT says "Yes" to everything	53				
2. Organizational review and staffing analysis; roles and responsibilities between campus and district defined; review of					
job descriptions and required skills; why not centralized management; need at CIO; succession planning	52				
3. Policies/procedures/guidelines/standards need to be reviewed, documented, standardized across District, agreed too					
and followed; currently based on personal integrity; construction standards; drone policy	47				
4. Security planning and assessment, standards and proper staffing; mitigate risks i.e. Active Directory; consider a					
Security Officer	43				
5. IT Governance needs to be reviewed, strengthened, clarified, documented; constituents not getting information					
about issues and decisions; clarify role of DTAC; each campus does their own thing; need a CIO to represent the					
department	43				
6. Review, clarify, document and enhance technology decision-making process	40				
7. Disaster recovery/business continuity planning; safety of data centers; fire suppression	35				
8. IT departments unable to meet demand; result in end arounds or duplicate systems; IT departments not working	-				
together; no incentive to coordinate; IT (campus and District) not involved from beginning	31				
9. Data Governance; too many people have too much access; shadow systems; some need more access to do their jobs	30				
10. Training on systems and security for users; technical staff in need of more training; cross training of technical staff;	••				
training for new employees	28				
11. Better communications across the District; improved emergency communications; outage notifications	25				
12. Systems portfolio analysis; how will we sustain all systems; eliminate duplication; ensure continued operation;					
licensing needs reviewed	22				
13. Assess equipment (network, servers, storage, A/V etc.); replacement planning; performance improvement; Wi-Fi is					
not working well in all locations	22				
14. Standardization of systems and equipment across the District for effectiveness and efficiency; i.e. Help Desk,					
Network, etc.	20				
15. Plan for support of mission critical applications; administrative reviews; IT departments in reactive mode; focus on					
the agreed upon system	18				
16. Leadership and vision for meeting technology demands; Strategic Planning on an ongoing basis	17				
17. Help for end users-staff and students; shared help desk; after hours support plan; self-help services i.e. question					
answering	17				
18. Review acquisition processes; document and communicate	12				
19. Business process analysis and alignment with systems; streamline processes	12				
20. Evaluate ERP (Colleague); assess effectiveness and use; leverage capabilities	11				
21. Interface to outside systems; integration of systems	11				
22. Email is limiting ability to do work; postmaster accounts not used properly	11				
23. Use economies of scale when acquiring and/or managing technology across the District; inefficiencies	11				
24. Align with District/campus plans; i.e. Facilities Master Plan, Distance Education, Technology Plan, etc.	8				
25. Link plan to student success initiatives like Guided Pathways etc. which are clearly defined and used for					
prioritization; define how technology can help us meet the goals in these areas	8				
26. Support for instruction and curriculum development including LMS; Canvas support from one campus;					
pedagogy to drive technology	8				
27. Identify new systems that make the institution better; i.e. staff more effective and efficient	7				
28. Accessibility support; need a standard	6				
29. Leverage Statewide projects	4				
30. Cloud evaluation for systems	2				
31. Define what the plan is so it is not misunderstood	2				
32. Annual Review of the plan is part of the plan	2				
33. District as a support organization to campuses	1				
34. Put plan through a shared governance process	1				
35. Student labs with more hours and access	1				
36. Inadequate work space for technical staff	1				

Technology Planning Summit Presentation 11-1-18



- ► Lunch, Welcome and Introductions
- Reason for the Plan
- Context and Scope for the Plan
- ▶ Development Process
- Key Items to Address in the Technology Plan
- ► Identify, Organize and Identify Key Items
- ▶ Identify Strategic Goals and Initiatives
- ▶ Next Steps

AGENDA

Technology Planning Summit Presentation 11-1-18 (Continued)

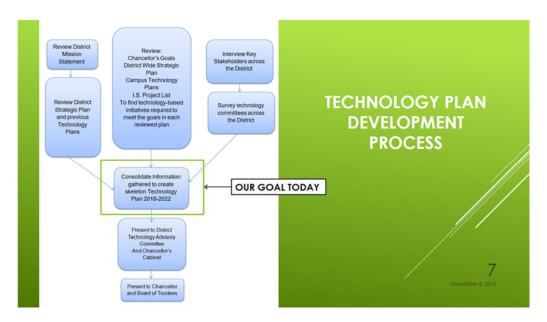


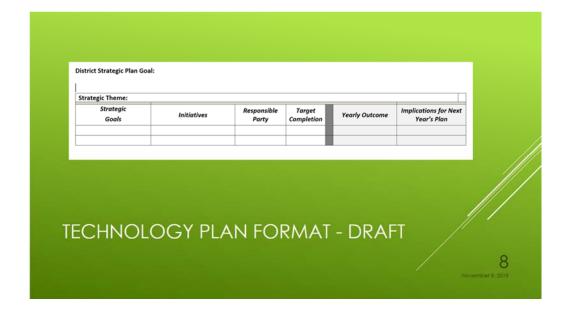




Technology Planning Summit Presentation 11-1-18 (Continued)







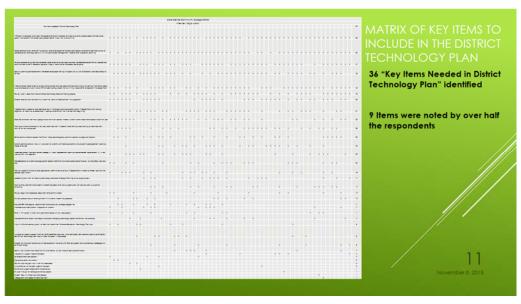
SCCCD Response to ACCJC, District Recommendation #3 (III.C.2) and #4 (III.C.3)

Evidence dated 11/01/2018

Technology Planning Summit Presentation 11-1-18 (Continued)

 Reviewed Mission, Vision, Core Values, Goals Reviewed Previous Technology Plans Reviewed District and College Strategic Plans and Technology Plans > Affirmed Technology Plan as highest priority with Chancellor's Cabinet Conducted Interviews of key constituents thus far including: 59 Interviews conducted with follow-up emails sent to each for ► Chancellor's Cabinet and selected staff additional input Campus and District IT Management and selected lead staff 21 surveys sent to DTAC members; ► Campus and District Management staff 10 survey responses; 10 interviews; Senate and Union representatives District/Campus IT staff interviews District and Campus Technology Staff with follow-up survey Distance Education staff Research staff Classified leadership Webmasters Met with District Technology Advisory Committee (DTAC) Conducted survey to get input; interviewed 10 Developed matrix of "Key Items Needed in District Technology Plan"





Technology Planning Summit Presentation 11-1-18 (Continued)

- ▶ IT Project List assessed, prioritized, managed and communicated; software evaluation process documented
- Organizational review and staffing analysis; roles and responsibilities between campus and district defined; review of job descriptions and required skills
- Policies/procedures/guidelines need to be reviewed, documented, standardized across District, agreed too and followed; currently based on personal integrity; construction
- Security planning and assessment, standards and proper staffing; mitigate risks i.e. AD
- IT Governance needs to be reviewed, strengthened, clarified, documented; constituents not getting information about issues and decisions; clarify role of DTAC
- Review, clarify, document and enhance technology decision-making process

KEY ITEMS TO ADDRESS IN TECHNOLOGY PLAN-IN ORDER BY NUMBER OF INTERVIEWEES WHO MENTIONED THE ITEM

- Disaster recovery/business continuity planning; safety of data centers; fire suppression
- IT departments unable to meet demand; result in end arounds or duplicate systems; IT departments not working together; no incentive to coordinate; IT not involved from beginning
- Data Governance; too many people have too much access; shadow systems; some need more access to do their jobs
- ➤ **Training** on systems and security for users; technical staff in need of more training; cross training of technical
- **Better communications** across the District; improved emergency communications
- Systems portfolio analysis; how will we sustain all systems; eliminate duplication; ensure continued operation
- Assess equipment (network, servers, storage, A/V etc); replacement planning; performance improvement

KEY ITEMS TO ADDRESS IN **TECHNOLOGY PLAN - CONTINUED**

- Standardization of systems and equipment across the District for effectiveness and efficiency; i.e. Help Desk, Network, etc.
- Plan for support of mission critical applications; administrative reviews; IT departments in reactive mode
- Leadership and vision for meeting technology demands; Strategic Planning on an ongoing basis
 Evaluate ERP (Colleague); assess effective and use; leverage capabilities
 Interface to outside systems; integration of
- Help for end users-staff and students; shared help desk; after hours support plan; self-help system
- Review acquisition processes; document and
- ▶ Business process analysis and alignment with systems; streamline processes
- > Evaluate ERP (Colleague); assess effectiveness and use; leverage capabilities

KEY ITEMS TO ADDRESS IN **TECHNOLOGY PLAN - CONTINUED**

Technology Planning Summit Presentation 11-1-18 (Continued)

- ▶ **Email** is limiting ability to do work
- ▶ Use economies of scale when acquiring and/or managing technology across the District; inefficiencies
- Align with District/campus plans; i.e. Facilities Master Plan, Distance Education, Technology Plan, etc.
- ▶ Link plan to student success initiatives like Guided Pathways etc. which are clearly defined and used for prioritization; define how technology can help us meet the goals in these areas
- Support for instruction and curriculum development including LMS
- ▶ **Identify new systems** that make the institution better; i.e. staff more effective and efficient

KEY ITEMS TO ADDRESS IN **TECHNOLOGY PLAN - CONTINUED**

15

- Accessibility support
- Leverage Statewide projects
- ▶ Cloud evaluation for systems
- ▶ **Define what the plan is** so it is not misunderstood
- Annual Review of the plan is part of the plan
- District as a support organization to campuses
- ▶ Put the plan through a shared governance process
- Student labs with more hours and access
- Inadequate work space for technical staff

KEY ITEMS TO ADDRESS IN **TECHNOLOGY PLAN**

In your groups:

- 1. Remove items that are not strategic goals or initiatives
- 2. Combine like items
- 3. Add any items that the group feels might be missing
- 4. Report out your findings

EXERCISE TO REMOVE / CONSOLIDATE / ADD KEY ITEMS

Technology Planning Summit Presentation 11-1-18 (Continued)

As a group: 1. Put each item into one of the three Strategic Goals: 1. EXCELLENCE IN EDUCATION 2. INSTITUTIONAL EFFECTIVENESS 3. LEADER IN HIGHER EDUCATION AND COMMUNITY COLLABORATION 2. Identify themes in each area EXERCISE TO GROUP INTO STRATEGIC THEMES

Divide up each item and in each group:

1. Write 1-2 Goals and/or Initiatives for each item

2. Report out your results

EXERCISE TO WRITE GOALS AND INITIATIVES

Technology Planning Summit Presentation 11-1-18 (Continued)





Technology Plan Summit – Sign-in Sheet for 11-1-18

TOTAL = 30

SCCCD TECHNOLOGY SUMMIT SIGN IN SHEET						
Project:	Technology Summit	Meeting Date:	November 1, 2018			
Facilitator:	Deborah Ludford, Cambridge West	Place/Room:	HC One-story, HC-309			

Name	Campus	Department	Phone Ext.	E-Mail
Sarah Edwards	FCC	Annualtralth	2641	Sorah Edwards & frezno city en llege
KEUN WILLER	00	15	5954	1/21.4, M.L. SEQ Secon .
Doug Schneine	FCC	755	2297	doug Schvenwe forstutched
NINA ROBY	CCC	pip	5350	NINA ROBY CLOU, I (SLEEF, ED
Keith Jahnson	Pa	15	5955	Keth phiere sal row
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STEVEN JONES	RC	CHUNSELAK	33 67	STEVEN, JOHFS ASCUED, COLU
Lorrie Hopper	ccc	Admin serv	.52 38	Charic hoppers
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