District Technology Advisory Committee
Technology Survey - September 2018

Cambridge West Partnership has been engaged to assist State Center Community College District (SCCCD) in a comprehensive review of internal processes, governance structures, communication, as well as the use of existing technology, new technology needs, and how SCCCD plans and adjusts for current and future available resources.

In order to accomplish this review your input is needed. This survey which is composed of open-ended questions, will assist in collecting the needed information to complete the review. It will take approximately 10-15 minutes to complete and disclosing your identity is not required. Specific results will not be shared, only aggregate findings will be disclosed.

Thank You for taking time to complete the survey **by September 20, 2018**!

What are the key items that should be included in a Technology Plan for the District?

How secure do you feel SCCCD systems are?

What system vulnerabilities concern you the most?

How does I.T. Governance work at SCCCD? Is it effective?
How sufficient is I.T. support at the District?

What is the current I.T. structure District-wide? Is it effective?

What are campus I.T. responsibilities versus District I.T. responsibilities? Does this division of responsibility work well? How might it be changed or improved to meet the needs of the District, if at all?

How do you or your department obtain needed resources?

How does the District prioritize I.T. projects?

What is the decision-making process for requesting I.T. projects for computer needs?

What policies/procedures/standards does I.T. currently have in place at the District and/or campus?

What I.T. policies/procedures/standards are needed, if any?

How well do District systems work for students?

How well do District systems work for staff?

What specific systems work well for students and/or staff?

What specific systems do not work well for students and/or staff?

What new systems are needed for students and/or staff?

How well prepared are District systems for a disaster or failure?

Please add any general comments you wish to make.

Based on your responses to the previous questions, Cambridge West might like to follow-up with you for clarification or additional explanation. **If you are willing to be contacted for additional discussion please provide your name and email address.**

Interview and Survey Analysis-Final

State Center Community College District	
Interview Topic Matrix	
Key Items Needed in District Technology Plan	**59**
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