



TECHNOLOGY PLAN 24-27

El Camino College - CTO - Loïc Audusseau - 2024



Background

- Developed by a working group of the Technology Committee
- Representation of all College constituent groups
- Three (3) year plan (ever-changing technological landscape)
- Eight (8) goals with corresponding objectives/initiatives
- Aligned with the CIP Themes, Goals and Key Initiatives
- Aligned with the other CIP sub-plans (Education Plan, Facilities Plan, People Plan)
- Aligned with the ACCJC technology standards
- Aligned with Educause top issues and emerging trends

Goal 1 - Increase Equity and Access

Create a more inclusive and accessible learning environment

- a) **Foster accessibility in information technology:** Provide awareness and training for both new and returning students to enhance accessibility.
- b) **Improve accessibility for all classes and online content:** Provide training and support to ensure that all classes and online content are accessible.
- c) **Canvas Learning Management System adoption:** Significantly increase faculty adoption of the Canvas Learning Management System (LMS).
- d) **Increase access to courses:** Expand access to courses by promoting Zero Textbook Cost, Low Textbook Cost, and Open Educational Resources (OERs) courses. Make these courses easily findable in the online schedule.
- e) **Enhance student access to campus resources:** Update and modernize the campus portal (My ECC) to improve student access to resources.

Goal 2 - Meet Students' Expectations and Improve their Outcomes

Enhance the overall student experience through technology.

- a) **Provide high-quality ubiquitous wireless internet access:** Ensure that students have access to high-quality wireless internet in locations where they study and gather.
- b) **Facilitate student acquisition of hardware and software technologies:** Assist students in obtaining hardware and software technologies and services at education rates or for free.
- c) **Collaborate between IT governance process and student government:** Foster collaboration between the IT governance process and student government to identify new technologies and IT-related services that enhance the overall quality of student life.
- d) **Ensure students acquire necessary IT skills:** Guarantee that students acquire the necessary skills to use IT resources effectively for success in their scholarly pursuits. This may involve support services, course offerings, self-help resources, and technology literacy.
- e) **Improve data collection on student needs and preferences:** Enhance data collection methods to gather more accurate representations of the ECC student population's needs and preferences.
- f) **Expand innovative technology access for students:** Continue expanding access to innovative technologies such as Makerspace, Virtual Reality, Esports, and Recording Studio, providing students with opportunities to engage with cutting-edge tools and resources.

Goal 3 - Create a Premier Teaching Environment in All Modalities

Create a technologically advanced and consistent teaching environment across different teaching modalities

- a) **Foster and support high-quality Online, Live Online, Hybrid, Web-Enhanced and Hyflex learning environments:** Provide support and resources to enhance the quality of Online, Live Online, Hybrid, Web-Enhanced and Hyflex learning environments, ensuring a high standard of teaching across different modalities.
- b) **Upgrade and install modern classroom technology:** Invest in upgrading and installing modern classroom technology in both current and future classrooms to support effective teaching and learning.
- c) **Improve technologies for educational planning and guided pathways implementation:** Enhance technologies that support educational planning and the implementation of guided pathways, contributing to a more streamlined and effective educational experience for students.
- d) **Implement Classroom Design Standards:** Establish and implement Classroom Design Standards to ensure that all classrooms meet a consistent quality of instructional technology equipment, creating a standardized and optimal teaching environment.
- e) **Ensure faculty awareness and utilization of institutional technology support services:** Ensure that all faculty members are aware of and can easily leverage institutional technology support services, promoting a collaborative and supportive environment for faculty to enhance their teaching methods through technology.

Goal 4 - Adopt a Consumer-Focused Model for the IT Department

Customer service excellence culture

- a) **Develop training roadmaps for staff in ITS positions:** Create training roadmaps for staff in Information Technology Services (ITS) positions, outlining the necessary skills and knowledge they need to effectively support and serve the college community.
- b) **Identify training needs and provide opportunities for training in technology:** Continuously assess and identify training needs within the IT department and provide opportunities for ongoing training to keep staff updated on the latest technologies and best practices.
- c) **Pilot and implement virtual student labs and virtual desktops:** Pilot the use of virtual student labs and virtual desktops, with the intention to implement them if the pilot is successful. This initiative aims to provide students with virtualized environments for learning and accessing resources.
- d) **Evaluate and improve live support services for students and faculty:** Assess and enhance live support services to ensure effective assistance for both students and faculty, contributing to a positive and responsive IT support experience.
- e) **Customer support solution:** Implement a customer support solution, likely a system or process, to streamline and enhance the support experience for users, aligning with a consumer-focused approach.

Goal 5 - Create a Culture of Cybersecurity, Data Resiliency, and Business Intelligence

Instill a strong culture of cybersecurity, data management, and business intelligence within the institution.

- a) Develop a staff skilled in understanding, safeguarding, and using data
- b) Establish mature data governance practices
- c) Reduce the number of data silos
- d) Improve data availability
- e) Implement and optimize systems for information technology security
- f) Regularly upgrade hardware and software
- g) Monitor threats, test failover, and ensure incident recovery capability
- h) Establish enforceable policies for compliance

Goal 6 - Create Robust Plans and Procedures for Data Recovery and Business Continuity

Enhance ECC's resilience by preparing for potential disruptions

- a) Perform Risk Assessments
- b) Perform Business Impact Analysis
- c) Develop a Business Continuity and Data Recovery Plan
- d) Create and Implement a Communication Strategy
- e) Conduct Trainings for Staff
- f) Develop a Testing Regimen: Establish a testing regimen for the business continuity and data recovery plan, regularly assessing the effectiveness of the plan and making necessary improvements.

Goal 7 - Create Sustainable and Optimized IT Resources

Create an IT environment that aligns with technology standards

- a) Create and maintained a robust IT infrastructure
- b) Define and Update IT Policies, Standards, and Requirements
- c) Bring IT Services to International Standards (ISO/IEC 20000 – COBIT 5 – ITIL)
- d) Improve Asset Management Planning
- e) Develop an Organization-Green IT Management Strategy
- f) Create More Efficient Institutional Processes through Technology
- g) Develop a Data Dictionary
- h) Foster and Support a Remote and Flexible Work Environment
- i) Develop New Models of Information Sharing and Communication
- j) Create a Technology Environment that Fosters Collaborative Efforts
- k) Expand Suite of Collaboration Tools and Ensure Awareness and Training

Goal 8 - Harness the Power of Artificial Intelligence (AI) for Innovation and Efficiency

Leverage artificial intelligence to propel the institution forward

- a) **Explore and Identify AI Applications:** Conduct a comprehensive assessment to identify areas within the institution where artificial intelligence can enhance processes, improve efficiency, and drive innovation.
- b) **Implement AI Solutions for Student Support:** Integrate AI technologies to provide personalized and proactive support for students, including academic advising, career guidance, and access to resources.
- c) **Enhance Administrative Processes with AI:** Evaluate and implement artificial intelligence solutions to streamline administrative tasks, optimize resource allocation, and improve decision-making processes.
- d) **Foster AI Education and Literacy:** Develop educational programs to enhance AI literacy among faculty, staff, and students, ensuring a deeper understanding of AI technologies and their applications. Evaluate and recommend instructional uses of AI based on different disciplinary needs.
- e) **Ensure Ethical and Responsible AI Use:** Develop and implement guidelines for the ethical and responsible use of AI technologies, addressing potential biases, ensuring privacy, and maintaining transparency in AI-driven decision-making processes.

Conclusion

- Ambitious plan yet realistic (aligned with today's IT priorities)
- Forward-looking (exploring technologies not yet mainstream in Higher Ed.)
- Technology Committee oversight
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