Executive Summary

The Los Angeles Community College is rapidly approaching the “go-live” of a new student information system (SIS), which replaces a homegrown system which has lasted for over 20 years for the District. This new system and the functionality it will provide the personnel/students will dramatically transform the way in which technology is used on and off campus. The implementation has hiring, staffing, professional development, and student training impact which will ripple from the District Office to the nine campuses. This should be communicated extensively in the District Technology Plan and the planning of how staffing, professional development and student training will be planned for and implemented needs to be aligned with campus efforts.

In examining the alignment of the plans, it would be helpful for both planning documents to clearly identify goals, objectives/activities to reach the goals, as well as outcomes which can be measured to assess the implementation of the plans. Broad engagement and participation in creating the Technology Plan is a suggestion to address this issue.


1. How does the college’s Technology Plan align with the college’s Educational Master Plan and the District Technology Plan?

Evidence and analysis of alignment is summarized in the following table:

<table>
<thead>
<tr>
<th>Harbor College Tech Plan (Developed 5/2012)</th>
<th>LAHC Education Master Plan (Developed 9/2012)</th>
<th>LACCD Goals (Developed 3/2011)</th>
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</thead>
<tbody>
<tr>
<td><strong>First Year Goals 12-13</strong></td>
<td><strong>Long Range Planning</strong></td>
<td></td>
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<tr>
<td>Review campus technology standards.</td>
<td>Devise/implement new technology strategies to improve support of college mission.</td>
<td>Alignment with the 2010 National Educational Technology Plan.</td>
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<td>Establish procedures for acquisition, operation, and repair of technology</td>
<td>Provide support for all technology items used across campus including those used in classrooms, offices, and events. These also include the enterprise services such as email and server storage.</td>
<td>The LACCD will provide a comprehensive sustainable technology infrastructure including hardware, software, support staff, policies, and processes for students, educators, and staff for learning when and where needed.</td>
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<td>Develop a plan to promote the use of technology at Harbor College</td>
<td>Provide support to campus printers, copiers, audio visual systems, and presentation equipment to ensure they are working properly</td>
<td>The LACCD will increase the ability of educators (including faculty, staff &amp; administrators) to use technology to create engaging, meaningful and connected learning environments.</td>
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<td>Develop a plan to improve support from within the various departments</td>
<td>Provide support to campus computer labs by keeping them equipped and functioning with up to date hardware and software to meet instructional needs.</td>
<td>The LACCD will leverage technology to regularly measure and report student success, institutional effectiveness, and operational efficiency while using assessment data for continuous improvement</td>
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<td>Design a campus technology website</td>
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<td>Work with Title V on pilot of ePortfolio</td>
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<td>Provide guidance for the purchasing of technology items (e.g. computers, printers, teleconference systems, etc.)</td>
<td>Adopt standardized replacement cycle for hardware and software that appropriately supports emerging technologies and needs</td>
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<td>Manage the campus Local Area Network and ensuring it is operating and equipped to handle campus communication including support of the campus email system</td>
<td>The LACCD will leverage powerful technology that provides personalized learning that customizes the pace of teaching and instructional practices.</td>
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<tr>
<td>Provide support to ensure the phone system is operating and available with up-to-date services such as voicemail, phone menus, and call forwarding.</td>
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</table>

**Two Year Goals ‘13-14**

- Implement a campus technology Website
- Devise and implement new technology strategies to improve support of college mission.
- Identify academic technology needs for the campus
- Ensure campus technology systems are secure from intrusions and that data is accessed only by those with proper authorization. This function includes the setting up and managing of user accounts on various systems.

**Three Year Goals ‘14-15**

- Develop and implement a faculty/staff development program to support district student portfolio system
- Ensure there are proper backups and safeguards to protect the campus systems and especially the critical data.
- Develop and implement a faculty/staff development program to support the new, robust student portal.
- The LACCD will provide a comprehensive sustainable technology infrastructure including hardware, software, support staff, policies, and processes for students, educators, and staff for learning when and where needed.

**CPC Validation of how the college’s Technology Plan aligns with the college’s Educational Master Plan and the District Technology Plan:**

- In the LAHC Tech goals for years 1, 2, and 3, there are several goals listed that have no evidence of alignment to the college’s Educational Master Plan or the District Technology Plan.
- The plan aligns well, however, there is always room for improvement, ex. The Plan should focus on larger institutional outcomes and not on specific grant funded objectives.
- There are inconsistencies between the LAHC EMP & LACCD goals.
- Place goals at the front of the document. Address how those goals will be accomplished. Final section dealing with challenges.

**2. Did the college achieve the goals outlined by the Technology Plan?**

**Evidence:** The College’s Technology Committee minutes: [http://www.lahc.edu/govplanning/governance/atac/minutes.html](http://www.lahc.edu/govplanning/governance/atac/minutes.html)

Some of the goals have been addressed in committee, but for the most part, the goals are incomplete. [http://www.lahc.edu/govplanning/collegeplans/IT%20Department%20Unit%20Plan%202013-14_revised.pdf](http://www.lahc.edu/govplanning/collegeplans/IT%20Department%20Unit%20Plan%202013-14_revised.pdf)

**Evaluation:** Some of the Technology Plan was implemented (focusing on 2012-13): Review campus technology standards; Work with Title V on pilot of ePortfolio.

Unable to assess: Establish procedures for acquisition, operation, and repair of technology-- The Technology Committee as a clearance committee is supposed to review technology requests to ensure that IT can support hardware/software requests. This should be reflected in the minutes of the meetings if it is occurring. Develop a plan to promote the use of technology at Harbor College. Develop a plan to improve support from within the various departments. Design a campus technology Website.
2. Did the college achieve the goals outlined by the Technology Plan? continued

CPC validation of whether the college achieved the goals outlined by the Technology Plan?
- Per the renew summary provided, more evidence is needed to show that goals in the Tech Plan were achieved.
- Unable to determine if goals were achieved due to lack of documentation/minutes of committee meetings
- Alternate resources, committee documents, or reports from groups should be consulted to determine if goals were achieved.
- It is hard to determine. The status of the goal is not stated. Lacking EVIDENCE for meeting the goal.
- Plan represents challenges but few solutions. Good statement of overall principles, but weak in terms of giving “big picture” of issues.

3. Suggestions for improvement for the process/product of the Technology Plan?

Evidence: The following is a quote from the IT program review:
“From some of the feedback, there is still a disconnect between some of the updated needs of the classrooms and the systems provided by IT. We need to provide a better, more collaborative method of ensuring the classrooms have everything they need for instruction. “

“We need to update our local systems. We need updated network management software. There is a regular need for updated equipment in the network and data centers. Additional software is needed to allow IT to support student learning”

“IT maintains a list of the projects planned and currently underway. Those projects are assigned to members of the IT staff and are regularly tracked and have regular reports. With the recent addition of an ACNSS to the IT staff, we will be making some changes to the roles of the IT staff to make the best usage of our skills and resources over the next few months. Without funds to purchase software and to hire additional staff it will be very hard to implement the Network Management System.”

Evaluation: Be more specific in writing the goals, describing the objectives to be achieved, identifying activities which need to be performed which will produce an outcome which can be identified/measured.

Goals → Objectives → Activities → Outcomes

CPC validation of suggestions for improvement for the process/product of the Technology Plan?
- In year 1 and year 2 goals, one goal reads: “Design a campus technology website” and “Implement a campus technology website”. More specifics are needed to describe what this is in order to determine if/when the goals are met.
- Create goals that include measureable outcomes, timelines, responsible persons, and how the goal achievement will be measured.
- Central repository of all technology used on Campus/Case for centralization of IT.
- SIS should be included in future Tech plans.
- Investigate ways to expand IT reach by establishing “lead” troubleshooters for various areas of the campus.
- Improve/revise the format to add status of the goal.
- Need for more input and help on drafting plan revisions.
- More details in terms of plan of action.
- More formal and organized meetings of Tech committee to delegate duties.