| **Foothill College Technology Plan Assessment** | | | | | | | | | | | |
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| Each year, the Foothill College Technology Committee will assess the progress towards the completion of the Technology Plan Objective in the college Technology Plan. A preliminary assessment will begin during the Fall Quarter of each year to help inform the development of new/additional Year 3 goals for the revision of the Technology Plan as well as objectives for the following year. The final assessment of Technology Plan Objectives for each year will be completed in June and reported to PaRC. Status of each Goal and Objective is noted as: Not started, In Progress, Complete, Modified, Postponed, or Discontinued. | | | | | | | | | | | |
| **Objective Title** | | **Status** | | **Description of Status/Progress** | | **Critical Success Factors** | | **Lessons Learned** | | **Date** | |
| **Goal 1, Objective 1:** All proposed educational tech projects and initiatives will be reviewed by experts and stakeholders prior to submitting project request to ETS. Whenever feasible, proposed educational technology projects and initiatives will include a needs assessment in the project initiation phase. | | ETS and Foothill Online Learning - In Progress | | 1) Introduction to and support for automated Technology Project Request intake process provided by ETS for collaborative development, review, and prioritization of educational tech project initiatives at the college level; 2) Managers reminded about using the automated Technology Project Request intake process; 3) Managers surveyed about their use of and satisfaction with the automated Technology Project Request intake process; 4) A training session with a demonstration for submitting tech project requests will be scheduled in Fall Quarter of 2018. | | 1) Awareness and knowledge of Technology Project Request intake process by all managers; 2) Appropriate use of Technology Project Request intake process by all managers; 3) All Technology Project Requests processed and completed in a timely manner and without unnecessary delay | | 1) Need to provide managers with demo and training about the differences between a workorder and project as well as clarify roles of approvers; 2) Need to determine efficiency by collecting feedback from Foothill users of Technology Project Request intake process on a routine basis | | 5/22/2018 | |
| **Goal 1, Objective 2:** The process for collaborative development, review, and prioritization of educational tech project initiatives at the college level will be streamlined. | | Office of Finance and Office of Instruction – In Progress | | 1) VP of Finance, VP Instruction, dean of Foothill Online Learning, and facilities coordinator have been attending Measure C Prioritization attending meetings with ETS monthly; 2) Discussion and prioritization of computer/multimedia refreshes for classrooms across campus completed by deans in Spring Quarter 2018; Room utilization was determined and considered by deans; 3) Foothill is participating in the Business Process Alignment Task Force chaired by Vice Chancellor of Technology | | 1) Prioritization of computer and multimedia refreshes prepared by Foothill managers and provided to ETS in timely manner | | Need ETS to provide Foothill with information about Measure C prioritization items for discussion at least 2 days before each meeting instead of at time meeting | | 5/22/2018 | |
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| **Objective Title** | | **Status** | | **Description of Status/Progress** | | **Critical Success Factors** | | **Lessons Learned** | | **Date** | |
| **Goal 1, Objective 3:** The service level agreements between Foothill College and District ETS will be reviewed and updated to ensure appropriate funding levels for virtualization and servicing computer/multimedia refreshes. | | ETS - In progress | | Service Level Agreements (SLAs) already exist for Student Services, Sunnyvale, and PSME; 2) Foothill and De Anza have discussed need for SLA with ETS to address tech support for Canvas implementation; No overall agreement between District ETS and Foothill College. Starting in Fall 2018 Chien Shih will work with colleges to draft agreement and share it with TC to review. Currently SLAs are not posted for public view, but they will soon be made available for institutional public access. | | 1) Overall SLA for Foothill with ETS; 2) New SLA related to Canvas developed and approved by December 2018 | | Need coordination and collaboration with De Anza to develop SLA involving Canvas support | | 5/22/2018 | |
| **Goal 2, Objective 1:** Qualified employees will be provided with secure software for collecting information via questionnaires. | | Research Office - Not started | | Joe Moreau will ask the Business Process Alignment Task Force to address this. | | 1) Review of tools/software; 2) Purchase of tool/software; 3) Training in use of purchased tool/software | | An enterprise-wide system could help minimize inefficiencies and costs associated with use of the different non-enterprise level tools across campus. | | 5/22/2018 | |
| **Goal 2, Objective 2:** The transparency and speed of the process for ordering and installation of technology equipment and software will be improved. | | ETS - In progress | | 1) New hire process for onboarding is underway that will expedite computer installations; Sharon Luciw and the Employee Onboarding Group, are working on streamlining the process for employees; 2) A definitive workflow, timeline and process will be automated as much as possible, when appropriate. 3) A default set up plan may be implemented to utilize in stock equipment; 4) A systematic process for collecting feedback about the onboarding process will be developed. A draft will be shared to give everyone the opportunity to provide input. | | 1) New employees will be provided with computer and software within 30 days of hire date (if needed) | |  | | 5/22/2018 | |
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| **Objective Title** | | **Status** | | **Description of Status/Progress** | | **Critical Success Factors** | | **Lessons Learned** | | **Date** | |
| **Goal 3, Objective 1:** A quick turnaround process for systematic review and approval of time-sensitive projects that involve technology will be developed and provided. | | Office of Finance and Administrative Services - In progress | | Guidelines and a point of contact list will be developed by Baker and provided to the Finance Office for quick reference. | |  | | 1) Need to determine baseline for time needed for systematic review and approval of time-sensitive projects that involve technology; 2) Memorandum of Understanding (MOUs) and Interconnection Security Agreement (ISAs) often require more technology, facilities, cost, etc. than estimated and the overall impact of some projects become greater than initially conceived; 3) Some colleges have quick strike teams to help assess and react swiftly to opportunities when they arise. | | 5/22/2018 | |
| **Goal 3, Objective 2:** A standardized and timely process will be developed that provides all employees and facilities with technology equipment and software upgrades. | | Office of Finance and Administrative Services - Not started | |  | |  | | 1) Refreshing of facilities (areas/resources not assigned to or specific to an individual) should be considered when creating standardized processes; 2) Publishing of the individual computer refresh list is supported to improve transparency and to encourage collaboration; 3) Purchasing office computers in bulk may be a way to expedite refreshing; 4) Process needs to be established by ETS to ensure the flow of equipment. If the initial recipient of a refresh refuses their equipment, that person needs to be informed that it will go on to the next person in line. Equipment cannot sit in storage for an extended period of time. | | 3/20/2018 | |
| **Goal 3, Project 1:** Deployment of desktop virtualization in computer labs at the Sunnyvale Center. | | ETS - Completed | |  | |  | |  | | 3/21/2018 | |
| **Objective Title** | | **Status** | | **Description of Status/Progress** | | **Critical Success Factors** | | Lessons Learned | | **Date** | |
| **Goal 3, Project 2:** Designation of technical support services, classrooms, cloud services, software, and equipment for faculty to experiment (or pilot-test) with innovative teaching approaches | | In Progress | | ETS – Installed advanced multimedia system in Room for pilot-testing in Fall 2016; system was deemed ineffective for this classroom; currently considering a new location; exploring feasibility of enhancing capability of Library classroom to training room with configuration similar to ETS training room | |  | | The biggest challenge has been to find a dedicated, off schedule, pilot test space. Making this commitment is a critical success factor; A VP or dean will need to champion this project; ETS will have no problem equipping the space as soon as a site is designated; Marty Kahn and Bill Matsumoto did attempt to create a pilot room in the 8300 building, but there will need to be more collaboration with faculty to make the space successful. The process is complex and many components prove difficult to replicate. | | 3/22/2018 | |
| **Goal 4, Objective 1:** Use of Office 365 by employees will be increased for secure communication, file sharing, and computer backup. | | Foothill Online Learning – In Progress | | Foothill Online Learning – Link to training courses about Office 365 by Lynda.com provided to faculty and staff on Professional Development webpage (https://foothill.edu/ staff/development/) ; 2) Marketing Office created a notice in The Fusion promoting use of Office; 3) Foothill Online Learning will develop a flyer about benefits of using Office 365 and include a link to Lynda.com tutorials; 4) Tech Committee will encourage administrators to follow up and encourage greater use | | 1) Increased use of Office 365 by employees | |  | | 5/22/2018 | |
| **Goal 4, Objective 2:** Migration of the college-supported course management system from Etudes to Canvas course management system will be completed by July 1, 2017. | | Completed | | Foothill Online Learning – Switch of CMS from Etudes to Canvas for teaching completed as of July 1, 2017; No access to Etudes sites as of July 1, 2018 | | Only Canvas used to deliver courses via the Internet | | Providing faculty with ample amount of time, staff support, and stipend contributed to success of CMS switch | | 5/22/2018 | |
| **Objective Title** | | **Status** | | **Description of Status/Progress** | | **Critical Success Factors** | | **Lessons Learned** | | **Date** | |
| **Goal 4, Objective 3:** The number of student services that are available remotely will be increased. | | Student Services – In progress | | 1) Starfish early alert system implemented for limited number of basic skills courses; 2) EducNav rollout on hold; 3) Student Affairs Office reviewed and recommended purchase of Maxient for case mgt; 4) Integration of Zoom with SARS is complete; 5) Proctoring services (Proctorio), tutoring (NetTutor), and a name pronunciation tool (NameCoach) have been integrated with Canvas and are available to students remotely; 6) Implementation of EduNav, an online educational planning tool, is progressing. | | 1) Implementation of Starfish and integration with Canvas; 2) Rollout EduNav; 3) Roll out tool for case management by Student Affairs Office | |  | | 4/24/2018 | |
| **Objective Title** | | **Status** | | **Description of Status/Progress** | | **Critical Success Factors** | | **Lessons Learned** | | **Date** | |
| **Goal 4, Objective 4:** A needs assessment will be conducted to determine baseline and optimal types, levels, and location of classroom and meeting room technologies. | | Office of Instruction and ETS - Discontinued | | Discussed developing needs assessment with ETS and District Research Office | |  | | Decided to remove this objective; Pending the outcome of another bond proposal, needs assessment would be more prudent if another pool of capital is obtained from another bond. | | 4/24/2018 | |
| **Goal 5, Objective 1:** The planned Foothill College website redesign will employ responsive design standards so that content is accessible on mobile devices. | | Marketing and Public Information Office - Complete | | Marketing and Public Information Office - College website redesign in progress; top level webpages employ responsive design standards; Provided overview of OmniUpdate to employees ; Continue College website redesign deployment; Continuing to train employees in use | | 1) Top level of College website switched to OmniUpdate | |  | | 5/22/2018 | |
| **Goal 5, Project 1:** Development of formal process for annual review and evaluation of college website with input from students, faculty and staff to ensure that it meets needs for access to information and services. | | Marketing and Public Information Office - - In progress | | Feedback link provided at bottom of all College webpages (<https://foothill.edu/web-support/>); Marketing Office plans to implement a more formal process for review and evaluation of the college website | | 1) Implementation of formal process for annual review and evaluation of college website | | Need to be more explicit or specific regarding this goal. (Include details about FERPA, State, Federal and Chancellor’s Office compliance.) | | 4/24/2018 | |
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| **Goals and Objectives** | | | |  | |  | |  | |
| **Goals** | | **Objectives** | | **Objectives** | | **Objectives** | | **Objectives** | |
| **Goal 1: Ensure that campus policies and procedures guide the appropriate use of technology to foster a dynamic and effective learning environment.** | | **Objective 1:** All proposed educational tech projects and initiatives will be reviewed by experts and stakeholders prior to submitting project request to ETS. Whenever feasible, proposed educational technology projects and initiatives will include a needs assessment in the project initiation phase.  **IN PROGRESS** | | **Objective 2:** The process for collaborative development, review, and prioritization of educational tech project initiatives at the college level will be streamlined.  **IN PROGRESS** | | **Objective 3:** The service level agreements between Foothill College and District ETS will be reviewed and updated to ensure appropriate funding levels for virtualization and servicing computer/multimedia refreshes.  **IN PROGRESS** | |  | |
| **Goal 2: Support expectations by students, faculty, staff, and administrators for access to informational resources, the Internet and support for computing devices.** | | **Objective 1:** Qualified employees will be provided with secure software for collecting information via questionnaires. **NOT STARTED** | | **Objective 2:** The transparency and speed of the process for ordering and installation of technology equipment and software will be improved.  **IN PROGRESS** | | **Objective 3:** The number of paper-based only forms will be decreased by replacing them with digital submission alternatives.  **IN PROGRESS** | | **Objective 4:** Capability of meeting rooms for use of video-conferencing will be improved. **IN PROGRESS** | |
| **Goal 3: Maintain the leading edge of higher educational computing to support students with planned updates and replacements in support of a sound technological infrastructure.** | | **Objective 1:** A quick turnaround process for systematic review and approval of time-sensitive projects that involve technology will be developed and provided. **IN PROGRESS** | | **Objective 2:** A standardized and timely process will be developed that provides all employees and facilities with technology equipment and software upgrades.  **NOT STARTED** | | **Project:** Deployment of desktop virtualization in computer labs at the Sunnyvale Center.  **COMPLETED** | | **Project:** Designation of technical support services, classrooms, cloud services, software, and equipment for faculty to experiment (or pilot-test) with innovative teaching approaches.  **IN PROGRESS** | |
| **Goal 4: Provide high-quality learning environments supported by technology in a secure, reliable, and safe manner.** | | **Objective 1:** Use of Office 365 by employees will be increased for secure communication, file sharing, and computer backup.  **IN PROGRESS** | | **Objective 2:** Migration of the college-supported course management system from Etudes to Canvas course management system will be completed by July 1, 2017. **COMPLETED** | | **Objective 3:** The number of student services that are available remotely will be increased. **IN PROGRESS** | | **Objective 4:** A needs assessment will be conducted to determine baseline and optimal types, levels, and location of classroom and meeting room technologies. **DISCONTINUED** | |
| **Goal 5: Ensure that students, faculty, staff, and administrators have access to and instruction for appropriate use of technology and systems necessary for student success.** | | **Objective 1:** The planned Foothill College website redesign will employ responsive design standards so that content is accessible on mobile devices.  **COMPLETE** | | **Project:** Development of formal process for annual review and evaluation of college website with input from students, faculty and staff to ensure that it meets needs for access to information and services.  **IN PROGRESS** | |  | |  | |