



COLLIN COUNTY
COMMUNITY COLLEGE DISTRICT

Technology Planning

January 4, 2002

2001- 2004

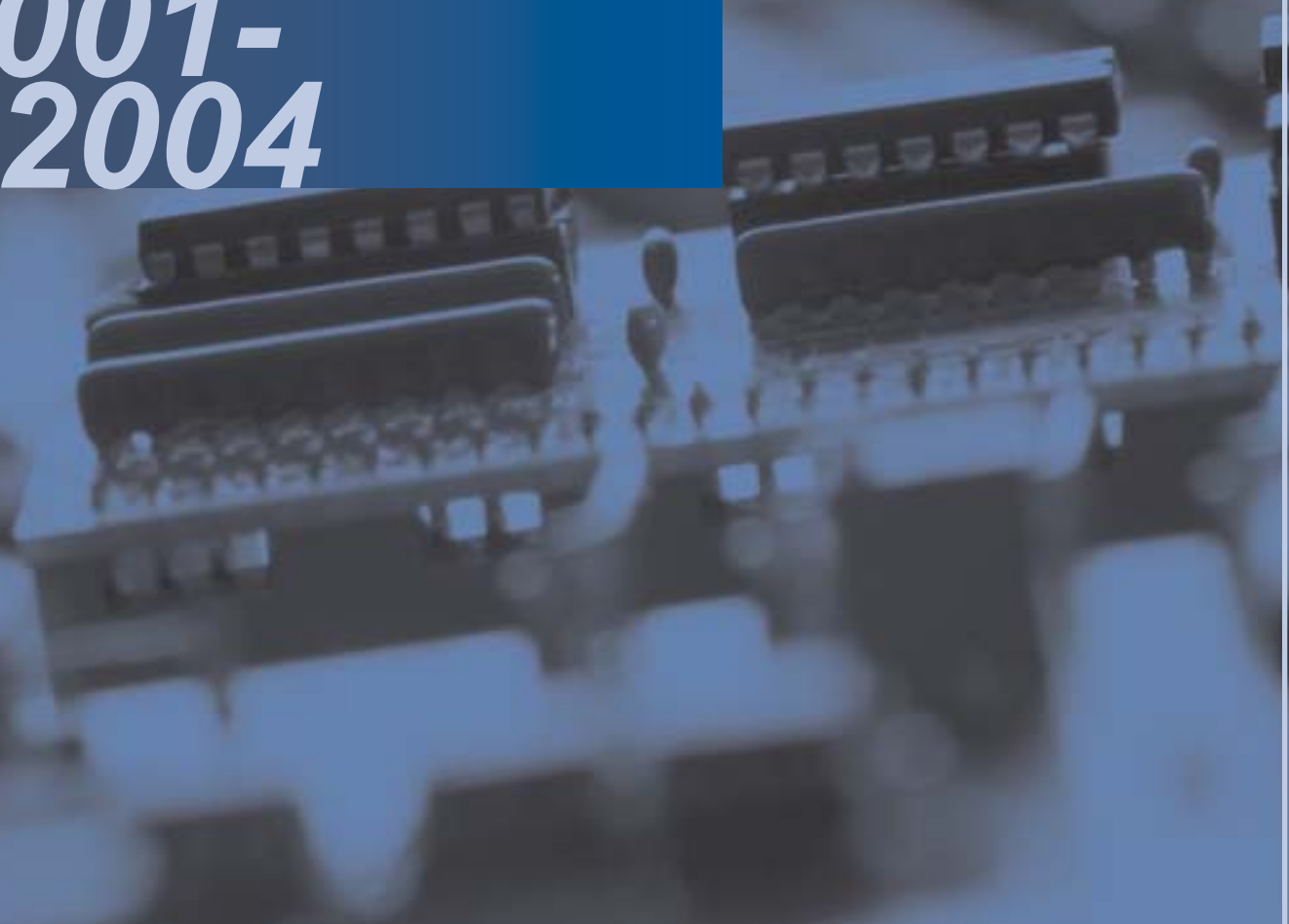




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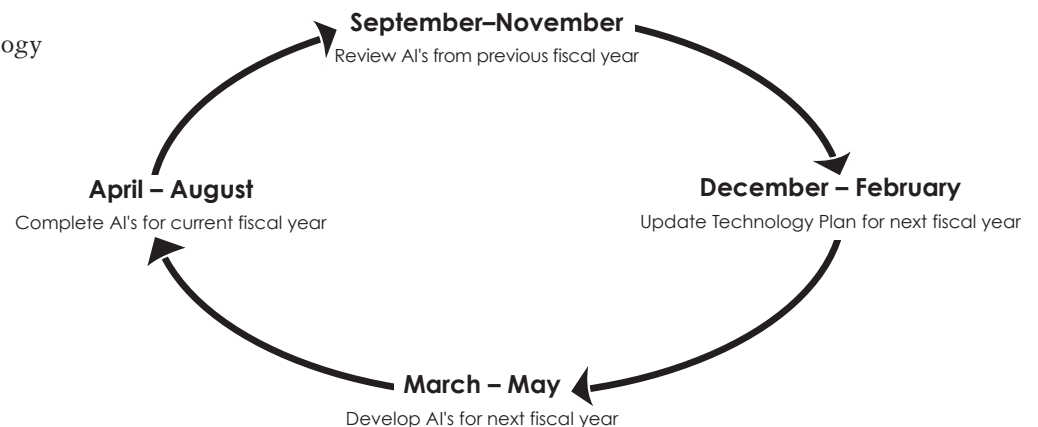
TECHNOLOGY PLANNING 2001-2004

Technology Planning 2001–2004 is an evolving document based on CCCCD's Strategic Goals. Its purpose is to develop a process for acquiring, building, modifying, interfacing and deploying technology resources throughout the District. The plan may also recommend modifications to the flow of information, procedures, organizational structures and staffing issues. The Chief Information Systems Officer will oversee a continuous three-year plan for technology in conjunction with CCCCD's strategic planning process.

Three (3) planning documents define the College's technology direction.

- ❖ CCCCD Technology Planning
- ❖ CCCCD Technology Replacement Plan
- ❖ CCCCD Business Continuity Plan

CCCCD's Technology Replacement Plan is a three-year budgetary guide to project the costs of replacing technology at the end of its life cycle. This process cycle provides a systematic method of integrating technological changes into the College's Strategic Goals. The three plans will reside on the college's Intranet site. Throughout the year, information technology departments will follow the basic planning cycle as illustrated below.



Technology Alignment

In performing research to develop CCCCD's technology plan; one external source of information was the annual EDUCAUSE Current Issues Survey. The 2001 results find administrative systems challenges have escalated, the IT staffing crisis continues, distance education is steadily growing, and security management has the potential to explode. The survey reported that seven of the top ten issues that consume the CIO's time relate to management and planning issues.

TOP TEN TECHNOLOGY ISSUES FROM EDUCAUSE

- Administrative Systems/Enterprise Resource Planning
- Information Technology Funding Strategies
- Faculty Development, Support and Training
- IT Staffing and Human Resource Management
- Distance Education
- Training and Learning Strategies
- IT Strategic Planning
- Online Student Services
- Building and Maintaining Network and IT Infrastructure
- Electronic Classrooms and Technology Buildings

Using the EDUCAUSE survey as a model, the College administered a similar survey to its faculty and staff in October of 2001. The top ten issues of most importance for CCCCD's strategic success are listed below. Respondents believe that a majority of the issues are the same district-wide as they are for their campus. Administrative Systems and Desktop Computing Management made it to the top ten for campuses, but was not in the top ten for the College. The majority believe that Distance Education and Advanced Networking could have the greatest potential impact on CCCCD. The top technology related impediments in their jobs were Administrative Systems and Faculty Development, Support and Training.

TOP TEN TECHNOLOGY ISSUES FROM CCCCD

- Faculty Development, Support and Training
- Teaching and Learning Strategies
- Electronic Classrooms and Technology Buildings
- Data Management
- Distance Education
- Networking Technologies - Emerging
- Advanced Networking
- Benchmarking/Assessment
- Online Student Services
- Support Services

TECHNOLOGY'S ROLE IN ACHIEVING CCCCCD'S STRATEGIC GOALS

GOAL ONE

Elevate CCCCCD to the echelon of world-class education.

Technology plays an integral part in bringing CCCCCD to the echelon of a world-class educational institution. Information Technology's focus is on monitoring and updating the communications infrastructure, enhancing the server environment and providing faculty and students with instructional facilities and technical support as we integrate more technology into the lives of CCCCCD's students, faculty, staff and patrons. The changing landscape of our administrative systems from SCT will deepen this integration of technology and provide opportunities for staff to grow.

NEXT STEPS

- ❖ Enhance the District's technology resources and develop the skill sets necessary to provide support to the college community.
- ❖ Develop an emerging technology group to include internal/external participants. This group investigates emerging technologies and garners requests from all facets of the College. Once the group determines that a technology is worth exploring, the group's recommendation is forwarded to the Leadership Team for review and concurrence that it fits within the strategic goals of the institution.

GOAL TWO

Develop a model teaching and learning environment.

A model teaching and learning environment has many components. Teaching and learning takes place anywhere and at any time. Technology should be used to expand the faculty's capabilities when appropriate, provide a more inclusive atmosphere and extend the reach of educational opportunities.

NEXT STEPS

- ❖ Investigate the use of various wireless technologies to expand the learning environments.
- ❖ Explore the possibilities of using personal digital assistants (PDA's) and cellular telephones in instruction.
- ❖ Expand the capabilities of online instruction.

GOAL THREE

Expand, enhance, and promote mutually beneficial relationships with business, industry, government and education.

The expansion or enhancements of mutually beneficial relationships with business, industry, government and education will use technology as the bedrock. These relationships require communication and coordination that can be streamlined with technology. The college will continue to seek grant opportunities to supplement its expansion of technology and promote closer ties with our community.

NEXT STEPS

- ❖ Explore instructional relationships with local independent school districts using fiber optic networks, wireless networks and/or PDA's.
- ❖ Expand web-based access to college services for all constituencies.
- ❖ Expand the College's grants to provide a broader reach of technology in instruction.
- ❖ Develop a cost/benefit analysis for Internet2 as it relates to instruction.

GOAL FOUR

Improve student achievement.

As questions arise regarding student achievement, people will turn to technology as a tool to help them find the answers. The college has begun the implementation of Brio as a tool for decision-makers. This tool can provide information that can guide them to implementation strategies for improving student achievement. The quest is for additional tools.

NEXT STEPS

- ❖ Provide support to design strategies that improve student achievement.
- ❖ Investigate the possibility of providing online tutoring.
- ❖ Provide training and support for Brio users.
- ❖ Promote Brio for faculty use in researching instructional issues.

GOAL FIVE

Develop an exemplary information technology infrastructure that is responsive to the instructional and administrative needs of the District.

An information technology infrastructure must change with its environment. This change not only affects network systems, computers, labs and classrooms but staffing, organizations and procedures. It is vital to plan for changes in the infrastructure that can support the needs of the college.

NEXT STEPS

- ❖ Seek out new ways of supporting instruction and administration that takes advantage of the college's robust information technology infrastructure.
- ❖ Establish procedures for the evaluation and implementation of new software that will provide broad participation.
- ❖ Refine the Technology Replacement Plan and integrate it with the District's three-year budget plan.
- ❖ Begin preparations for the conversion of the District's SCT Plus administrative information system to SCT's new system.

KEY CHALLENGES

The District's strategic planning process provides a unique opportunity for thinking about electronic technologies in a more comprehensive way. Investigative and analytical policies are needed from top leadership to ensure the college community is acquiring and using technology resources wisely and in the best interest of the college community. Productivity enhancement could occur if we are proactive in solving:

- ❖ Governance Structure and Funding
- ❖ Service Delivery Enhancements
- ❖ Staffing and Human Resource Management
- ❖ Asset Management

NEXT STEPS

- ❖ Governance Structure and Funding — Refine governance committees to enhance the vision and communication of global expectations for technology and streamline processes and procedures to determine priorities.
- ❖ Service Delivery Enhancements — Organize the college's technology workforce into global work groups that contribute the

unique skills and staffing requirement necessary to provide a complete level of technological support to the college community. As new services become broadly required, evolve the base level of campus-wide services for all members of the community. Ensure that students, faculty and staff can take full advantage of the District's information technology resources and utilize its potential to enhance their work.

- ❖ Staffing and Human Resource Management — Develop a program for technology-based students to receive training with IT departments. Work closely with Human Resources to set up a process that will allow any qualified students from the program to be placed into available full-time positions at the College.
- ❖ Asset Management — Modernize the asset management and tracking process. Improve the flow of the budget development process for requesting capital expenditures. Procure and/or build an equipment database that links to replacement and recycling schedules for replacing infrastructure hardware, computers, and systems at the end of their life cycle. Refine the Technology Replacement Plan and integrate it with the College's three-year budget planning process.



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