Accreditation Focus Group
Los Angeles Mission College

STANDARD III.C - TECHNOLOGY RESOURCES

Standard III.C Team: Hanh Tran, Curtis Stage, Paul McKenna, and David Jordan
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What Does the Standard III.C Cover?

1) How technology needs are identified
2) How technology training is available to students and personnel
3) What processes are used to distribute the technology resources and how priorities are determined
4) What we do well
5) How the institutional accesses the effectiveness of technology
6) What areas need improvement?
How Technology Needs Are Identified

- Technology Master Plan 2010-2015
  - Integrates into the Strategic Master Plan
  - Supports the Educational Master Plan
  - Is Consistent with Facilities Master Plan
  - Aligns with the District Technology Strategic Master Plan.

- Annual Program Review

- Campus Technology Committee
  - Discusses and recommends technology needs to the College Council for approval

- District Technology Committee and College IT professional
  - Make decision regarding technology standards and District-wide projects
How Technology Training is Available to Students and Personnel

- **Technology Training for Students**
  - Instructional Assistants provide technology training to students in the LRC, Computer Sciences, CAOT, and DSP&S labs
  - College Library provides one unit course on Internet Research
  - Video tutoring in mathematics, sciences, and law courses are available on the official Mission College YouTube Channel

- **Technology Training for Personnel**
  - IT personnel provides one-on-one or group training on the use of equipment in Smart classrooms and the use of faculty portal to upload their course syllabi.
  - Online Microsoft IT Academy prepares for Microsoft Office User Specialist (MOUS)
  - District personnel provides workshops for any new applications e.g. SAP, eBTA
What processes are used to distribute the technology resources and how priorities are determined

- **Program Review**
  - The online Program Review includes technology requests which completed at the end of each year by departments and programs. The Budget & Planning Committee makes the decision as to which technology requests to be funded and sends it to the College Council.

- **Computer Replacement Strategies in the Technology Master Plan**
  - Computer replacement is based on the categories of computers from high usage labs to the low usage labs.
  - The replacement rate is 25% to 30% each year allowing for 100% replacement over a four-year period.

- **Computer Replacement in the past few years**
  - Though bond funding as part of the Furniture, Fixture, and Equipment (FF&E)
  - Through various budget resources including STEM, Title V, Career Technical Education (CTE), and Teacher Prep Program (TPP)
What Do We Do Well from 2006 - 2012:

- **Technology Projects for Student Access**
  - Student Portal, Online ASO voting, Equitrac Print system, Schedule of Class Online (SOCO), NetTrack, Electronic Message Board, EZ Proxy, Academic Calendar, College Event Calendar, Blackboard Connect

- **Technology Projects for Faculty and Staff Access**
  - Online Tutoring Referral system, Smart Classrooms, Faculty/Staff portal, SmartCopy system, Online Program Review, Equitrac Print system, Student Learning Outcomes system, Enrollment Reporting System, Microsoft IT Academy, Email Upgrade Project.

- **Technology Projects for Campus Wide Access**
  - Major campus cabling replacement, Event Management System (EMS), Voice over Internet Protocol, Wireless Access, Optic fiber connection to East campus, Emergency phones, Security Camera, Campus payphones, Off-Site Backup, Fiber Ring, Blackboard Connect
How the Institutional Accesses the Effectiveness of Technology

- Annual assessment the progress of Technology Master Plan (TMP) by Technology Committee
- The TMP goals and objectives are reviewed at the Annual College Council Retreat
- Develop and assess Service Area Outcomes (SAO) through the Program Review
- Students, Faculty and Staff surveys on campus services
## FALL 2011 STUDENT SURVEY (N = 607)

<table>
<thead>
<tr>
<th>Survey Questions</th>
<th>Strongly Agree or Agree %</th>
<th>Disagree or Strongly Disagree %</th>
<th>Not Applicable or No Experience %</th>
</tr>
</thead>
<tbody>
<tr>
<td>43. The availability of student computing facilities meets my needs.</td>
<td>75</td>
<td>8</td>
<td>17</td>
</tr>
<tr>
<td>44. I can access Internet anywhere on campus.</td>
<td>74</td>
<td>10</td>
<td>16</td>
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<tr>
<td>45. L.A. Mission College Web site is easy to navigate.</td>
<td>89</td>
<td>8</td>
<td>4</td>
</tr>
<tr>
<td>Survey Questions</td>
<td>Strongly Agree or Agree %</td>
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<td>Not Applicable or No Experience %</td>
</tr>
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<td>---------------------------------------------------------------------------------</td>
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<tr>
<td>28. The computer hardware and software available at Mission College help me to</td>
<td>85</td>
<td>10</td>
<td>5</td>
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<td>effectively perform my required duties.</td>
<td></td>
<td></td>
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<tr>
<td>29. When I need technology training, it has been available.</td>
<td>66</td>
<td>17</td>
<td>17</td>
</tr>
<tr>
<td>30. When I have received technology training, it has been effective and of high</td>
<td>68</td>
<td>9</td>
<td>23</td>
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<tr>
<td>quality.</td>
<td></td>
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<tr>
<td>31. I am satisfied with the systematic maintenance, upgrade and replacement of</td>
<td>70</td>
<td>17</td>
<td>13</td>
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<td>the technical resources I utilize</td>
<td></td>
<td></td>
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<tr>
<td>32. When I have a technology question or issue, the Technology Department</td>
<td>73</td>
<td>11</td>
<td>16</td>
</tr>
<tr>
<td>provides me with help and/or training in a timely manner.</td>
<td></td>
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</tbody>
</table>
What Areas Need Improvement?

- Technology training for campus users
- Technology training for IT staff
- Identify the funding for ongoing operational support needs for new and existing technology projects