Foothill College Technology Plan

Fall 2022 through Spring 2025
DRAFT

Introduction & Message from the President
(Bernadine to insert text here)

Foothill College Mission and Values

Our Mission Statement
Believing a well-educated population is essential to sustaining and enhancing a democratic society, Foothill College offers programs and services that empower students to achieve their goals as members of the workforce, as future students, and as global citizens. We work to obtain equity in achievement of student outcomes for all California student populations, and are guided by our core values of honesty, integrity, trust, openness, transparency, forgiveness, and sustainability. Foothill College offers associate degrees and certificates in multiple disciplines, and a baccalaureate degree in dental hygiene.
Approved by Planning & Resource Council (PaRC) in April 2017; Approved by Board of Trustees in May 2017

Our Vision
Foothill College educates students from diverse backgrounds that represent the demographics of the Bay Area, with particular attention to underserved and underrepresented populations. Foothill students master content and skills which are critical for their future success. They develop and act upon a sense of responsibility to be stewards of the public good.
Adopted by Planning & Resource Council (PaRC) in Fall 2014

Our Values
Honesty | Integrity | Trust | Openness | Transparency | Forgiveness | Sustainability

Our Purpose
To provide access to educational opportunity for all with innovation and distinction.

Foothill College Offers:
- an associate in arts or associate in science degree, or specialty certificate;
- Bachelor's degrees in Dental Hygiene and Respiratory Therapy
- preparation for transfer to another college, university or post secondary institution;
- career education, training, and services;
- basic skills, English as a Second Language (ESL), leadership skills and student development; and
- student support services to promote student success.

Foothill College's success is measured by the following quality indicators:
- Access: Educational Opportunity for All
- Student Success: Completion of Student Goals
- Pedagogy, Scholarship, and Support of Learning
- Climate for Learning
- Fiscal and Enrollment Stability
- Reputation: Innovation and Distinctiveness

Foothill College Technology Committee Membership
(January 2023- June 2023)

Student Representative

Staff
Mario Ramos, PSME Lab Coordinator
Konstantin Kalaitzidis, STEM Center Instruction Support Coordinator, VR Coordinator
Sonia Sanchez, Basic Needs Center Program Coordinator
Michelle (Mish) Lapitan, DSPS Coordinator, DRC
Jessica Alarcon, Assistive Technology Coordinator, DRC/VRC

Faculty
Mike Murphy, Computer Science
Paul Szponar, Library

Administrators
Zach Cembellin, Acting Dean of STEM (chair)
Teresa Ong, AVP of Workforce
Simon Pennington, AVP College and Community Relations, Marketing and Communications

Foothill College Technology Committee:

Roles and Responsibilities.

The role of Foothill College's Technology Task Force is to advise on technology proposals, training needs and to document the college's technology vision, plan and needs. The committee serves as the clearinghouse for technology-related projects and initiatives, disseminating information through representative, expert membership and serving as both the technology planning and relevant accreditation committees.

This committee serves as an advisory group to Mission (I'm) Possible Council, the college's governance council.

How should this plan be used?

1. This plan should be used to guide the tactical and operational technology decision making to ensure that the college's ecosystem of technology is innovative, aligned and efficient.

2. This plan should be used to guide/ inform resource allocation

3. This plan should be used to build the college's ecosystem of technology that optimizes efficiency and innovation

4. This plan will be used to align Foothill, De Anza and Central Services technology planning

5. The plan can be used by the public and our accreditors with our vision/ plan/ direction for technology strategy for addressing the digital needs of our students, staff and faculty

6. This plan covers Foothill College and its satellite campus, Sunnyvale Center.

Plan Methodology

The development of Foothill College's Technology Plan 2022-2025 was shaped by the college's Strategic Vision for Equity, College Mission and Values, and informed by a needs assessment, historical efforts, current lived experiences of students and employees.

Acknowledging the fast pace with which technology changes, the committee established Guiding Principles. Our plan is principles-driven first. That means we measure our success based on the values in our Guiding Principles. Our goals, which may change from year to year, are derived from our Guiding Principles. This plan is different than plans from previous years which were goal driven and task oriented.

Guiding Principles

Value 1: Equity
Technology planning is grounded in the college's Strategic Vision for Equity.

Mindful of our goal to "create a college community where success is not predictable by race," we commit to prioritizing technology investments that support all students, potential students, faculty and staff, especially those most impacted by systemic inequity, as well as faculty and staff actively working to ameliorate inequity. We believe this can be achieved through inclusive engagement in teaching and learning.

Value 2: Sustainability
Technology planning is ever-mindful of the human, financial and environmental costs of implementing and supporting new and ongoing systems and products.

Technology decisions must be made in a holistic manner, with an awareness of the overall digital ecosystem of the institution, and with a conscientiousness towards the limitations of finite resources as well as the environmental footprint of the institution. We commit to prioritizing technology systems that integrate well with what we currently have, and what we are currently able to support, while promoting productivity, efficiency and a reduction in waste and carbon emissions.

Value 3: Centering and Empowering Humans
Technology planning centers the users.

We believe that technology serves the humans who need it, and therefore systems must be designed around, and in direct response to, the end users' needs. We commit to prioritizing solutions bundled with the necessary training and professional development that will empower and improve the lives of students, faculty and staff, and equip our community with the ability to produce, innovate, succeed and navigate the higher education system.

Value 4: Transparency and Inclusion
Technology planning is transparent, deliberate, structured and inclusive of diverse voices and constituencies.

We value the principles of shared governance as well as diversity, equity and inclusion when creating a vision and strategic plan for technology investments. We commit to communicating the planning calendar and decision-making structure to the ~~entire~~ campus community, and ensuring representatives from student, classified professional, faculty, administrator and affinity group constituencies are present in the decision-making process. Further, we commit to soliciting input and feedback from the campus community utilizing a variety of mechanisms and communicating the results of planning efforts.

Technology planning is informed by innovations in educational technology, and evolutions in teaching & learning, and student services.

As we strive to provide our students with the best educational experience, we are transformative in our technology planning, embracing innovative solutions to the problems of education. We commit to prioritizing innovations in technology that are responsive to evolutions in culturally responsive teaching & learning and high-impact student services and supports in a range of modalities.

Previous Plan Overview and Outcomes

The Foothill College Three Year Plan came to its conclusion in 2019. As a result of a change in leadership and the pandemic, the college did not reconvene this task force until January 2022. We recognize that much has shifted since the conclusion of the previous plan.

Foothill College has made great strides in shifting its use of Etudes to Canvas as its learning management system. The college has also seen monumental improvement in increasing faculty's knowledge and skills in using technology as a learning tool. The offices of Online Learning and Professional Development created and expanded multiple opportunities to respond to faculty needs and changes in educational technology with a focus on student equity and equitable teaching practices both online

Stakeholder management and communication continue to be a challenge between Foothill College and ETS (District central Services) especially in terms of role delineation, functionality and responsibility. Frontline users are often the last persons to be communicated to regarding technological changes. Further there is still a great need for professional development in day-to-day usage of technology such as Office 365, AdobeSign and other administrative/ office software. Faculty and staff continue to request and purchase software, widgets and other add-ons without the understanding of the cost or impact on staff and financial resources.

The desire for more data-informed decisions and evaluative tools also has an impact on our use of enterprise level data collection software. While well intentioned and well informed, it appears that we do not yet have the infrastructure to meet this demand.

Goal/ Objective	Status	Lessons Learned
All proposed educational technology projects and initiatives will be reviewed by experts and stakeholders prior to submitting project request to ETS. Whenever feasible, proposed	In-progress	• **Training needs to be provided to managers to better understand approval processes and impact on college/ district resources** • **Improved communication between College and ETS regarding technology project requests**

educational technology projects and initiatives will include a needs assessment in the project initiation phase.		
The process for collaborative development, review and prioritization of educational tech project initiatives at the college level will be streamlined.	Discontinued, needs to be reinstated	• **This process was discontinued but needs to be redesigned and reinstated.**
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 and to be continued	• **We need coordination and collaboration with De Anza to develop a service level agreement involving Canvas** • **Current service level agreements are useful and moving forward.** • **Recommend continuing to improve service level agreements.**
Qualified employees will be provided with secure software for collecting information via questionnaires.	Not complete	• **Disintegrated data collection is occurring around campus despite need for an integrated system.** • **Need to have a process for distinct types software that could meet the demand for data**
Transparency and speed of the process for ordering and installation of technology equipment will be improved	In progres**s**	**The objective is challenging for the following reasons:** • **Lack of training on new onboarding process and workflow** • **Lack of clear processes when employees transfer to a different department- does the hardware stay with the employee? What about security controls?** • **Video creation and production needs for online instruction has created new technology needs** • **Remote work has created new technology needs; technology policies/ processes have not yet been developed.**
A quick turnaround process for systematic review and approval of time-sensitive projects that involve technology will be developed and provided.	In progress	• **The current process works for smaller inexpensive items.** • **Costly items require departments to go through annual budget request process which only meets once a**

		year. Not timely. Needs a different process.
Designation of technical support services, classrooms, cloud services, software and equipment for faculty to experiment (or test pilot) with innovative teaching approaches	Not complete	**This objective needs further focus and review.**
Use of Office 365 by employees will be increased for secure communication, file sharing and computer backup.	Complete	• **There needs to be continuous professional development for employees so that all aspects of Office 365 may be used.**
The number of student services that are available remotely will be increased	Complete	• **Almost all practices and processes of student services were moved online out of necessity due to the pandemic.** • **The college implemented the following Foothill Connect (student referral), Maxient (student affairs and grievances), Zoom counseling, Net Tutor, NameCoach, Pronto.** • **COOL has adopted an application request process to cope with the overwhelming number of requests for educational technology in the classroom.**
A needs assessment will be conducted to determine baseline and optimal types, levels, and location of classroom and meeting room technologies	Discontinued.	• **In 2018, the committee decided to remove this objective. The ability to complete this assessment was dependent upon the possibility of a new pool of capital.** • **Needs to be revisited now that Measure G has passed.**
The planned Foothill College website redesign will employ responsive design standards so that content is accessible on mobile devices.	Complete	• **In 2018, the college switched to Omni Update to meet this goal** • **In 2022, we are embarking on a new web redesign.**
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 Process	• **To improve the evaluation and review process of our college website, and to allow input from all our constituents, we are moving to integrate Guided Pathways**

Above table derived from here:

Needs Assessment

The needs assessment was developed by this committee to survey the current needs of employees and students. We received a 6% response rate from students and 17% response rate from employees.

2022 Tech Needs Survey	Employees	Students
Received Survey	1268	9586
Completed Survey	212	596
Response rate	17%	6%

Major Takeaways:

Students

- 70% of respondents use a laptop most often for classwork
- 10% of students reported that their device did not meet their needs
    - Of those who felt their devices did not meet their classwork needs, the most frequently reported reason was that their device was "slow", or "cannot run many things at once" or "limited processing power" or inability to connect to web applications or web based software.
- The three most frequently used apps are Canvas (65%), Google Apps (40%) and Outlook/Email (27%)
- When asked about usage of the Foothill Mobile App[1]
    - 23% were not aware of/did not use the mobile app
    - 22% used it to search for classes
    - 16% used it to search for the campus map
- With regards to print services, students shared that they had difficult time finding printers on campus, that there were too many steps in order to print on campus and the lack of free printing on campus prevented them from printing documents on campus.

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[1] Top three responses to "Have you used the Foothill College mobile app for any of the following? Check all that apply.

Employees

- When asked whether or not other devices are necessary to perform their job duties, respondents were evenly divided.
  - Additional monitors, printers and scanners were most frequently requested by Classified Staff
  - Additional scanners and printers were most frequently requested by Classified Staff working directly with students
  - Additional monitors were most frequently requested by Administrators
  - **Tabulating Faculty
- 31% of respondents indicated that the level of training received from the college for hardware/ software technology was not enough
- 24% of respondents prefer in-person training, 36% prefer online self-paced webinars and 35% prefer how-to videos or printed materials.
- Most administrators and classified staff use email to communicate with students while most faculty use Canvas to communicate with students.

Faculty

- 41% of respondents were FT faculty
- 24% of respondents were PT faculty
- 98% of FT faculty respondents used Canvas
- 88% of PT faculty respondents used Canvas

Major Takeaways Faculty

- When asked "There are parts of Canvas that I could be using better", 80% of FT faculty respondents agreed, 78% of PT faculty agreed.
- When asked "How well does Canvas meet your teaching needs, 81% of FT faculty respondents reported that it "meets most of my needs" or "all of my needs" and 77% of PT faculty respondents reported that it "meets most of my needs" or "all of my needs."
- Of those who use their personal devices for work: 57% were PT faculty respondents and 29% were FT faculty respondents.

Plan Goals

Guiding Principle	Goals
Equity	Wifi Access for all areas of campus

	Access to hardware and software for PT faculty and students. This includes establishing a baseline set of technology that is needed for classroom learning.
	Examine impact of technology on disproportionately impacted students
Sustainability	Articulate a procurement process around software or hardware purchase
	Improve understanding of financial resources available for technology
	Collaboration with Central Services and De Anza College to yield efficiencies and economies of scale
Centering and Empowering Humans	Student and Employee technology are user centered and designed
	Technology training is accessible to students and employees
	Ensure student/ staff and faculty data privacy
	Students and employees know when, where and how to get technology help
Transparency and Inclusivity	Articulate a procurement process around software or hardware purchase
	Articulate a process for customized technology needs
	Incorporate Tech Task Force as a sub-committee of MIP-C
Innovation	Create communities of practice for the use of cutting-edge technology such as virtual reality
	Build out human infrastructure for cutting edge technology
	Articulate a rapid and agile response to catastrophic events such as earthquake, pandemic etc.

Moving Forward

The committee recommends the following steps to begin implementing this plan:
- Fall 2022:
  - Circulate draft and receive approval of plan from various constituencies
  - Incorporate Tech Task Force as part of MIP-C
    - Reconstitute TTF as a group

- Winter 2022:
  - Convene TTF
  - Prioritize list of plan goals, decide short vs long term goals
  - Plan tasks and expertise needed to achieve goals
  - Establish metrics to evaluate plan progress

Appendix

To be added