

Peralta Community College District Technology Master Plan 2021- 2026



November 2020

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EXECUTIVE SUMMARY

The Peralta Community College District Technology Master Plan (TMP) was developed to assist the District and the Peralta Colleges in the review of its current technology infrastructure and to establish a list of objectives and initiatives aligned with District and college goals. The District 2015 Strategic Goals and College plans provide the framework for the TMP. This plan is designed to enhance the student experience by providing the delivery of instruction and student support services through the utilization of technology.

The Leavitt Diamond Model serves as the framework for the plan. This model emphasizes that People, Processes (tasks), Technology and Structure are critical success factors that require attention and serve as a set of practices for Information Technology services. It provides an understanding of how technology may be used to support the institution, garner greater efficiencies and improve overall productivity measures.

The five-year plan sets forth a roadmap for technology projects. The Plan Matrix is designed to be used by constituent groups and the Shared Governance processes to ensure that initiatives are planned, prioritized, and that adequate staffing and dedicated funding is made available to ensure the success of the District and Peralta Colleges goals. The Plan Matrix serves to establish a plan to advance student success goals and to identify District and College resources to support the delivery of high-quality technology.

Some of the key technology needs identified in this plan include: implementing the OnePeralta – completing the Oracle and PeopleSoft upgrades; the development and implementation of process maps to improve efficiency and expand system usage; faculty and staff professional development and ongoing training; infrastructure assessment and upgrades; implementation of a single sign-on; the adoption of a “mobile first” strategy; implementing a technology refreshment plan; and enhancing core network and classroom infrastructure; and cybersecurity.

Statewide mandates and local initiatives make a robust technology infrastructure essential for the sustainability of the Peralta Colleges in a COVID-19 pandemic and a post-COVID-19 environment. The pandemic affirmed the belief that the digital-divide among students and in the community exists and the shift to an online instruction model requires a technology infrastructure that will meet current and future demands for online and in-person education.

The Peralta Community College District Plan offers a vision for the Peralta Colleges as well as a tool to plan and prioritize initiatives. Critical to the success of the plan, is the understanding of the People, Processes (tasks), Technology and Structure are interdependent. Equally important is the need to establish dedicated funding and a commitment to the planning process as outlined in Board Policy 3250 Institutional Planning and Administrative Procedure 3250 Institutional Planning, specifically, the Planning and Budget Integration Model. Understanding the direction of staffing and a budget plan is essential to the success of the efforts identified through this planning and prioritization process.

The TMP is a living document and revisions to this document will be executed based on large-scale changes to the District Strategic Plan, Educational Master Plan, strategic initiatives, and other dependent documents. Ongoing meetings with individuals, shared governance committees/councils, functional leads, as well as districtwide surveys will be methods used to continue to gather data and improve upon the TMP into the future.

PURPOSE OF THE PLAN

At its April 2020, Governing Board meeting, the Peralta Community College District Board of Trustees approved a contract with the Collaborate Brain Trust to assist the District's writing of the Peralta Community College District Technology Master Plan 2021-2026. The decision to commission a Technology Master Plan for the Peralta Community College District aligns with recommendations from the Accrediting Commission for Community Colleges (ACCJC), the Fiscal Crisis and Management Team (FCMAT) and the Collaborative Brain Trust (CBT).

The purpose of the Peralta Community College District Technology Master Plan 2021-2026, is to identify and describe the technology needs, goals and initiatives that the Peralta Community College District will embark on with its colleges, Berkeley City College, College of Alameda, Laney College and Merritt College, in an effort to deliver on its collective mission, vision, values and strategic goals to serve the needs of students, faculty, staff, the community, partner institutions and business and industry. Implementation of the plan is contingent upon financial and personnel resources.

The Peralta Community College District Technology Plan 2021-2026, is designed to identify key technology trends in higher education and provides a plan to leverage technology to meet District objectives while honoring core values of ensuring student access, equity and success.

The Peralta Community College District Technology Master Plan 2021-2026, was developed with the integration of recommendations from ACCJC, FCMAT, and CBT and broad constituent assessment and comment with the goal of ensuring participatory review and governance. The plan is designed to be approved through the Peralta Community College District governance process. Themes were cultivated and discussed with participating faculty, staff, and students.

COVID-19 Impact: On March 11, 2020, the World Health Organization (WHO) announced the disease caused by the new coronavirus would be known by the official name, COVID-19. The WHO declared COVID-19 a pandemic that same day and released a series of necessary actions to minimize the spread of the virus at the individual and organizational levels.

As a result of COVID-19, PCCD has had to temporarily pause on projects to quickly pivot to an online educational environment with faculty teaching remotely and student support services offered online, and students moving to access the Peralta Colleges using an online platform.

Across the nation the effects of the coronavirus pandemic are adversely impacting institutions. National survey results indicate significant budget reductions are imminent and will likely require a reduction in workforce and services.

The PCCD Technology Master Plan 2021-2026, serves to assess immediate and ongoing needs with a set of actions in a COVID-19, and a post COVID-19, environment.

Leavitt Diamond Model: The plan is based on the Leavitt Diamond Model, (1964), which emphasizes that People, Processes (tasks), Technology and Structure are critical success factors that require special and continual attention and serve as a set of practices for Information Technology departments. It provides an understanding of how technology may be used to support the institution, garner greater efficiencies improving overall productivity measures, and serve as a guide to technology planning, implementation and evaluation. The Leavitt Diamond Model continues to be broadly used today with minor adaptations to guide process management and organizational practices.

DISTRICT PROFILE

Established in 1964, the Peralta Community College District (PCCD) is comprised of Berkeley City College, College of Alameda, Laney College and Merritt College and provides programs of study and student support services to nearly 30,000 students annually. The Peralta Colleges remain keenly focused on serving the needs of the new and continuing students in a dynamic and multicultural environment that supports student access, equity and success.

It is important to note that the PCCD 2015 Strategic Plan continues to be a visionary master plan. The PCCD community has reviewed and revalidated the mission, principles and values statements and concluded that collectively, these statements remain current and reflective of the PCCD and Peralta Colleges vision.

Mission: We are a collaborative community of colleges. Together, we provide educational leadership for the East Bay, delivering programs and services that sustainably enhance the region's human, economic, environmental, and social development. We empower our students to achieve their highest aspirations. We develop leaders who create opportunities and transform lives. Together with our partners, we provide our diverse students and communities with equitable access to the educational resources, experiences, and life-long opportunities to meet and exceed their goals. In part, the Peralta Community College District provides accessible, high quality, educational programs and services to meet the needs of our multicultural communities:

- Articulation agreements with broad array of highly respected Universities;
- Achievement of Associate Degrees of Arts and Science, and certificates of achievement;
- Acquisition of career-technical skills that are compatible with industry demand;
- Promotion of economic development and job growth;
- Foundational basic skills and continuing education;
- Lifelong learning, life skills, civic engagement, cultural enrichment;
- Early college programs and community high school students;
- Supportive, satisfying, safe, and functional work environment for faculty and staff; and
- Preparation for environmentally sustainable future.

The PCCD Mission statement is codified in Board Policy 1200, Mission, 2015.

Principles: PCCD remains committed to ten core founding principles:

- Educational needs are primary: Educational needs and activities drive the enterprise.
- Planning drives resources: Resources will be allocated on the basis of information-based strategic planning processes.
- Shared governance: The Strategic Plan will be implemented using clear, structured, and participatory process with the goal of promoting efficient and effective participation of students, faculty, staff, and administrators in developing well-informed decision on a timely basis.
- Diversity and shared strengths: College autonomy and districtwide collaboration are mutually supportive and create the highest levels of student and community success.
- Organizational development: The colleges and service centers provide ongoing attention to building capacity and effectiveness of all organizational processes.
- Collaboration: The colleges and service centers are committed to collaborating as a team and coordinating programs and services to maximize the benefits to students and the community.
- Future orientation: We strive to anticipate change and provide leadership for the human and social development of our communities.

- Environmental sustainability: The colleges and service centers area committed to environmentally sustainable practices which will meet the needs of the present generation without compromising the ability of future generations to meet their own needs.
- The service center role: The term “district service centers” was adopted by PCCD to indicate that central functions support the effectiveness of educational programs and services, which are predominantly delivered at the four colleges. The service centers provide a range of services to the colleges, including human resource, fiscal, management, legal, educational planning, facilities management and marketing. At the same time, the service centers also provide guidance, support and leadership to the colleges in administrative and compliance areas. A distinctive role for the services centers is to support collaboration across the four institutions to form a “community of colleges.”
- Community and individual empowerment: The welfare of our communities and of our students is better served when they have the skills and knowledge to control their economic destinies and also to engage effectively in the process of governance, self-governance, and participation in their communities.

Values: PCCD faculty and staff share the following values and beliefs:

- Student success and equity: The colleges and service centers evaluate all decisions in light of how they will equitably support student and community success and empowerment.
- Diversity: We recognize and celebrate the strengths of our diverse students, communities, and colleagues.
- Excellence: We promote the highest level of quality in all programs and services.
- Innovation: The colleges and service centers support creative approaches to meet the changing demographic, economic, and educational needs of our communities.
- Financial health: We effectively manage resources.
- Environmental sustainability: We engage in model environmental sustainability practices.
- Collaboration: The colleges and service centers use a consultative decision-making process based on trust, communication and critical thinking.
- Trust: We support one another’s integrity, strength, and ability.
- Employee Development: We promote the development of all employees.
- Communication: We seek first to understand, then to be understood.
- Respect: We treat one another with care and support.

Strategic Goals: The PCCD strategic goals adopted in 2015, continue to guide the District and these are broadly stated and aligned with the Peralta Colleges educational plans and technology plans.

- A. Advance Student Access, Equity and Success
- B. Engage and Leverage Partner
- C. Build Programs of Distinction
- D. Strengthen Accountability, Innovation and Collaboration
- E. Develop and Manage Resources to Advance Our Mission

The Peralta Community College District Technology Plan 2021-2026, builds on the goals and objectives described in the PCCD 2015 Strategic Plan – these goals have been revalidated over time and proven timeless. The following table lists the five strategic goals and corresponding definitions:

PCCD 2015 Strategic Goals: These strategic goals provide the framework for the Technology Master Plan 2021-2026:

Strategic Goals	
A. Advance Student Access, Equity and Success	Primary goal is to promote student success. We define success as students achieving their educational goals. As a community-based organization, the Peralta Community College District strives to be responsive to the communities of the East Bay region by providing a high level of access to education and promoting diversity. We are committed to ensuring that students from a wide variety of backgrounds have an equal chance to achieve their educational goals.
B. Engage and Leverage Partners	Actively engage and partner with the community on an ongoing basis to identify and address critical needs and promote health and economic vitality of the region.
C. Build Programs of Distinction	Create high-quality educational programs and services. We are committed to providing the highest quality instructional programs and student support services using the best methods and technologies that support the success of a diverse student population.
D. Strengthen Accountability, Innovation, and Collaboration	Implement best practices in communication, management, and human resource development. Our organizational processes play a critical role in student success and overall institutional effectiveness.
E. Develop and Manage Resources to Advance our Mission	Ensure that resources are used wisely to leverage resources for student and community success in a context of long-term environmental sustainability, fiscal accountability and integrity.

TECHNOLOGY MASTER PLAN – VISION AND GUIDING PRINCIPLES

The Peralta Community College District Technology Master Plan 2021-2026, is designed to provide a visionary plan that assesses Districtwide technology needs and establishes a process with which to meet the needs of students, faculty and staff by implementing a planning process that supports current and future technology needs. As indicated, this plan focuses on people, processes (tasks), technology and structure.

The Peralta Community College District Technology Master Plan 2021-2026, is guided by the District’s mission, values, principles, and strategic goals and coordinated with the Peralta Colleges educational master plans and technology plans.

Technology Master Plan – Vision Statement: The Peralta Community College District Information Technology strives to provide and protect a technology infrastructure, services, and solutions that are reliable, integrated, and innovative to deliver exceptional support to students, faculty, and staff and to meet the mission, goals and objectives of the Peralta Colleges.

Technology Master Plan – Guiding Principles: A primary principle of the 2018-2020 Peralta Community College Information Technology Plan is described as, “Working together, District and colleges’ IT enable student success through digital transformation of the student experience.” That principal is carried forward in this plan. (*PCCD District IT, 2018-2020, Operational Strategy*)

A secondary principle is based on Leavitt’s Diamond Model, (H. Leavitt, 1964), which is focused on four core components of the institution: People, Processes (tasks), Technology and Structure. These core components are interdependent with direct influence on one another. A change in one component affects the other three components. It is crucial to understand the interdependence and connection between each component to successfully plan, implement and navigate change and to migrate to a more online student support and organizational model.

Using the Leavitt Diamond Model, this plan is focused on “people, processes (tasks), technology, and structure” to support the PCCD Technology Master Plan:

- **People** refers to the faculty and staff within the institution and includes students who access technology and are engaged in the college’s processes to meet their respective goals. **Recognizing that “people” are the heart of the District and the Peralta Colleges.**
- **Processes** refers to the tasks conducted by faculty, staff and students who access the District’s and the Peralta Colleges to enroll in courses, access support services and all other processes to meet their respective goals. **This involves knowing first “who,” “what,” “why,” and “how” to develop, implement and evaluate processes with the understanding that technology tools cannot repair ineffective processes.**

Functional leads/users must lead in the design of the process(es) and its evaluation. Functional leads/users are central to mapping operational steps, workload sequencing, and the identification of needs/gaps in processes. Operational maps are then shared and coordinated with information technology staff to engage in discussions of how best to use technology to streamline operational processes to garner greater efficiencies in the delivery of instruction and student and employee support services.

- **Technology** refers to the hardware and software needed to ensure quality programs are extended to students and that faculty and staff have the equipment and operational processes needed to serve students with greater efficiency. **This requires scheduled maintenance of hardware, software, with dedicated annual budget allocation(s) to meet District and the Peralta Colleges’ needs.** Continual and ongoing attention to technology solutions is critical.
- **Structure** refers to the **District and Peralta College organization and the policies, procedures, practices and human resources and budget planning processes** used to advance its mission, goals, and objectives in meeting student access, equity and success goals and employee satisfaction.

As indicated, a change in one of the Leavitt Diamond Model components will affect the other three components. For example, the acquisition of software under technology, will impact the people who do the work, the processes designed to be improved/changed, and staffing assignments. This change also impacts the structure with which a change in technology may be acquired, implemented, and evaluated.

It is critically important to examine and assess the impact to the four core components as changes in people (staffing), processes (task), technology and structure occurs.

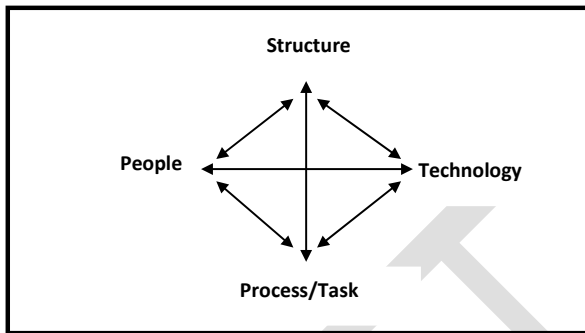


Figure 1.1: Leavitt's Diamond Model: These four components are in direct relationship to one another.

Finally, the Leavitt diamond model is used to identify staffing, whom they serve, processes and tasks, and how to use technology as a tool to increase user satisfaction, improve and streamline practices to meet needs, and alignment with the organizational structure.

PLAN MATRIX

The Peralta Community College Technology Plan 2021-2026 follows. The plan aligns with the broad goals established in the 2015 Peralta Strategic Plan which have been revalidated over time and with College-level plans which seek to ensure student access, equity and success. The plan is organized in four sections reflecting the 2015 Strategic Plan Goals (A-D): *A. Advance Student Access, Equity, and Success; B. Engage and Leverage Partners; C. Build Programs of Distinction; D. Strengthen Accountability, Innovation, and Collaboration; and E. Develop and Manage Resources to Advance Our Mission.*

For each Strategic Goal Theme (A-D), the corresponding Technology Master Plan Theme is listed. Each Technology Master Plan Theme includes Objectives, Initiative, Responsible Party, How to Measure Result or Evaluation. *Strategic Goal E. Develop and Manage Resources to Advance Our Mission* is embedded in each goal area since human resources and budget allocations are part of the decision-making and priority-making processes. The Matrix terms are defined as follows:

Objective describes the outcome that will address the Strategic Goal and Technology Plan themes.

Initiative describes necessary actions to meet the Objective.

Responsible Party identifies the individual, group or Governance committee or council assigned the responsibility to lead and complete the initiative.

How to Measure the Result or Evaluation is the criteria used to measure progress toward completion of the initiative.

Using the Matrix: Three columns have been provided (right side of the matrix) to be used to prioritize the objectives and initiatives. It allows for the identification of target date(s); staffing needs; budget assessments for one-time, ongoing dedicated annual budget resources, or cost neutral activities; and a

means to identify how planning and implementation activities during the annual review processes impact existing and future plans. These three columns and are defined as follows:

Target Completion/Needed Resource provides for the date or timeframe the institution sets to complete the initiative and the necessary staffing and budget resources. Some initiatives require one-time funding; others require annual and ongoing dedicated funding; and some initiatives are cost-neutral.

Outcome Assessment is a brief update or statement describing the results for the year in completion of the initiative.

Implications to Existing/Future Plan describes any changes or modifications needed to align with existing and future planning plans.

Finally, the Peralta Colleges had already been well underway in developing a tactical IT Prioritized Technology Request that aligns with this Master Plan. Those aligned initiatives are denoted by an asterisk and the PCCD Information Technology Prioritized Request List is included under Appendix E.

CAUTION: The Technology Master Plan Matrix is designed to be used for planning and prioritizing purposes with constituent groups and the Participatory Governance process. Understanding the direction of the staffing and budget plan commitments required for each initiative is essential to the success of the effort. Conversely, launching projects without dedicated staffing and a firm budget plan will set the project up for failure.

DRAFT

PERALTA COMMUNITY COLLEGE DISTRICT TECHNOLOGY MASTER PLAN MATRIX 2021-2026

Strategic Goal Theme: A. Advance Student Access, Equity, and Success						
Technology Plan Theme: A.1 Innovation and Automation						
Objective	Initiative	Responsible Party	How to Measure Result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
A.1.a Streamline processes to improve efficiency and expand system usage	A.1.a.1 Complete the full (phase I and II) upgrade of the PeopleSoft system.	<ul style="list-style-type: none"> Chief Technology Officer (CTO) District Technology Committee 	Phase I and II as outlined in agreement with Oracle are complete	Target Completion: Fall 2021/Oracle Consulting Services Staffing Needs Budget Resources (One-time/Ongoing/neutral)		
	A.1.a.2 Perform process mapping in the following areas - student journey: <ul style="list-style-type: none"> Onboarding Admissions Registration Financial Aid Online graduation petition Add employee: <ul style="list-style-type: none"> Payroll Scheduling Purchasing Human Resource Employee Reporting/Leave Balances, etc. 	<ul style="list-style-type: none"> CTO Lead Manager for each designated area Functional Lead for each designated area VP Academic Affairs and Student Services 	Number of mappings completed	Target Completion Staffing Needs Budget Resources (One-time/Ongoing/neutral)		

Strategic Goal Theme: A. Advance Student Access, Equity, and Success

Technology Plan Theme: A.1 Innovation and Automation

Objective	Initiative	Responsible Party	How to Measure Result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
A.1.a Streamline processes to improve efficiency and expand system usage (continued)	A.1.a.3 Based on process mapping outcomes, implement process improvements which leverage current system capabilities and reduce or eliminate: <ul style="list-style-type: none"> • Paper processes • Manual processes • Duplicate data entry and storage 	<ul style="list-style-type: none"> • CTO • Lead Manager for each designated area • Functional Lead for each designated area 	Number of paper process, manual processes minimized and/or eliminated; duplicate data entry eliminated	Target Completion Staffing Needs Budget Resources (One-time/Ongoing/neutral)		
	A.1.a.4 Compile a list of all system customizations and work to reduce or eliminate them as systems are upgraded and provide new features in preparation for cloud migrations	<ul style="list-style-type: none"> • CTO • Lead Manager • Functional Leads for each designated area 	Customizations list completed	Target Completion Staffing Needs Budget Resources (One-time/Ongoing/neutral)		

Strategic Goal Theme: A. Advance Student Access, Equity, and Success						
Technology Plan Theme: A.1. Innovation and Automation						
Objective	Initiative	Responsible Party	How to Measure Result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
A.1.a Streamline processes to improve efficiency and expand system usage (continued)	A.1.a.5 Develop criteria for assessing customization requests for PeopleSoft, balancing user functional needs with capacity to manage updates and remain current.	<ul style="list-style-type: none"> • CTO • Chancellor's Cabinet 	Minimized customizations and full utilization of upgraded Peoplesoft modules as delivered	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral)		
	A.1.a.6* Implement a Single Sign On user authentication platform for all student and employee-facing applications.	<ul style="list-style-type: none"> • CTO • District Technology Committee 	Only one set of credentials (user name + password) is required for students and staff.	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral) \$400,000		

Strategic Goal Theme: A. Advance Student Access, Equity, and Success						
Technology Plan Theme: A.1 Innovation and Automation						
Objective	Initiative	Responsible Party	How to Measure Result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
A.1.a Streamline processes to improve efficiency and expand system usage (continued)	A.1.a.7 Adopt a “mobile first” strategy to ensure equitable access for students and the community; mobile access to conduct student services actions: -Apply to the college -Review schedule of classes -Register/enroll for classes -Add/Drop a class -Pay fees -Address account holds -Check grades -Request transcripts -Text messaging	<ul style="list-style-type: none"> • CTO • District Technology Committee • VP Academic Affairs and Student Services 	Applications are mobile friendly and function across devices and browsers	Target Completion		
				Staffing Needs		
				Budget Resources <small>(One-time/Ongoing/neutral)</small>		

Strategic Goal Theme: A. Advance Student Access, Equity, and Success						
Technology Plan Theme: A.1 Innovation and Automation						
Objective	Initiative	Responsible Party	How to Measure Result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
A.1.b Assess website strategy as Peralta's virtual front door	A.1.b.1 Conduct a full assessment of each college website and the district website focusing on content and navigation	<ul style="list-style-type: none"> • Director of Marketing and Communications • Campus PIO's 	Assessment is complete	Target Completion		
				Staffing Needs		
	A.1.b.2 Develop a strategy to update the websites, including the possible use of a content management system	<ul style="list-style-type: none"> • Director of Marketing and Communications • College Management Lead • Campus PIO's 	New websites are live	Target Completion		
				Staffing Needs		
A.1.c Use data to make informed decision	A.1.c.1 Implement a business intelligence reporting solution focused on student equity and achievement, as well as enrollment management measures (e.g. PowerBI, Tableau, etc.)	<ul style="list-style-type: none"> • Institutional Effectiveness Office with relevant user groups • VP Academic Affairs and Student Services 	Reporting tool is implemented with an agreed upon number of data gauges and visualizations	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral)		

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Strategic Goal Theme: B. Engage and Leverage Partners						
Technology Plan Theme: B.1 Communication and Transfer of Information						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
B.1.a Use technology to leverage partnerships and share allowable student information	B.1.a.1 Develop a Districtwide database of current strategic partnerships; expand partnerships to include K-12 institutions, four-year colleges and universities, community-based organizations, local government and regional businesses and industries	<ul style="list-style-type: none"> • Vice Chancellor of Academic Affairs • Director of Marketing and Communications • College Vice Presidents 	Districtwide database of the of strategic partnerships developed and shared with the Peralta Colleges	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral)		
B.1.a.2 Leverage and use statewide systems to share student information, as policies and procedures allow, with four-year institutions to expedite information sharing services (e.g. transcript exchange with transfer institutions, for concurrent enrollment; workforce apprenticeships, etc.)	<ul style="list-style-type: none"> • Vice Chancellor of Academic Affairs • CTO 	Evidence that as opportunities are available and agreements between institutions are reached, that students will be able to transmit documents electronically by following all “release of information” policies, procedures and practices	Target Completion Spring 2021			
			Staffing Needs			
			Budget Resources (One-time/Ongoing/neutral)			

Strategic Goal Theme: B. Engage and Leverage Partners						
Technology Plan Theme: B.1 Communication and Transfer of Information						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
			consistently across the district			
B.1.b Leverage IT academic programs at the colleges to supplement and grow IT staffing	B.1.b.1 Assess partnerships with IT programs across the colleges to build in-house internship opportunities in Cyber Security, Networking, Mobile App Development, and others that may be relevant.	<ul style="list-style-type: none"> • CTO • District Technology Committee • Academic Senate • VC academic affairs • VPI from campus's 	Number of student interns in IT	Target Completion Staffing Needs Budget Resources (One-time/Ongoing/neutral)		

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Strategic Goal Theme: C. Build Programs of Distinction

Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization

Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
C.1.a Engage in comprehensive technology acquisition decision-making practices	C.1.a.1 Develop a clear technology acquisition process based on identified business needs and total cost of ownership including: <ul style="list-style-type: none"> •business requirements •level of effort •required customizations for the system to meet user needs •benefits •impact on students •impact on staffing •training plan •ability to integrate with existing systems •one-time and on-going costs •justification for not using existing systems/technology •an evaluation rubric which includes 	<ul style="list-style-type: none"> •CTO •District Technology Committee •Lead Manager •Functional Leads 	Written technology acquisition process developed	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral)		

Strategic Goal Theme: C. Build Programs of Distinction

Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization

Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans			
	student/staff input, flexibility, accessibility, user interface, adaptability of the solution, need for customization, ease of maintenance and specific user needs criteria • other considerations determined by Peralta Colleges								
	C.1.a.2 Ensure that the technology acquisition process is vetted through the District governance mechanisms and then fully communicated districtwide	<ul style="list-style-type: none"> • CTO • District Technology Committee • Constituent Groups 	Written technology acquisition process vetted and approved	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="926 776 1157 865">Target Completion</td> </tr> <tr> <td data-bbox="926 865 1157 954">Staffing Needs</td> </tr> <tr> <td data-bbox="926 954 1157 1052">Budget Resources <small>(One-time/Ongoing/neutral)</small></td> </tr> </table>	Target Completion	Staffing Needs	Budget Resources <small>(One-time/Ongoing/neutral)</small>		
Target Completion									
Staffing Needs									
Budget Resources <small>(One-time/Ongoing/neutral)</small>									
C.1.b Develop and implement a hardware acquisition plan and refresh (replacement)	C.1.b.1* Bring to current and develop a comprehensive replacement cycle for employee and lab computers using a 5-year	<ul style="list-style-type: none"> • CTO • Campus IT • District Technology Council 	Replacement cycle documented and list of users and labs requiring updates for upcoming five years identified	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="926 1052 1157 1141">Target Completion</td> </tr> <tr> <td data-bbox="926 1141 1157 1230">Staffing Needs</td> </tr> </table>	Target Completion	Staffing Needs			
Target Completion									
Staffing Needs									

Strategic Goal Theme: C. Build Programs of Distinction						
Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
policy based on equipment lifecycle standards	lifecycle resulting in 20% annual replacements.			Budget Resources (One-time/Ongoing/neutral) \$705,000 to bring existing desktop, laptops, and printers to current Concern regarding insufficient funds to meet current need		
	C.1.b.2* Develop and implement a comprehensive replacement cycle for servers, network devices (including wi-fi), Uninterruptible Power Supplies, and A/C units in MDF (Main Distribution Frame) and IDF (Intermediate Distribution Frame) rooms across all Peralta College sites.	<ul style="list-style-type: none"> • CTO • Campus IT 	Replacement cycle documents by type of device, lifecycle, and upcoming replacement year identified Hardware refreshed across all Peralta sites on schedule	Target Completion Staffing Needs Budget Resources (One-time/Ongoing/neutral) \$7,450,698		
C.1.c. Develop and Implement Classroom Technology	C.1.c.1 Develop and implement written smart classroom standards that meet the current and	• District Technology Committee	Written standards developed	Target Completion		
				Staffing Needs		

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Standards for all classrooms to include, lecture, CTE, CTE demo labs	future educational delivery needs of the Peralta Colleges.			Budget Resources (One-time/Ongoing/neutral)		
	C.1.c.2 Develop inventory of existing	• Campus IT	List developed for every college site,	Target Completion		

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Strategic Goal Theme: C. Build Programs of Distinction						
Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
and all labs classrooms	classrooms identifying current technologies in place along with gap of items needs to meet the standards.		including current technology within the space and what is still needed Smart classrooms delivered across all Peralta College sites	Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral)		
C.1.c.3 Maintain faculty technology resources spaces to allow for the recording of lectures and demonstrations		<ul style="list-style-type: none"> • Campus IT • Include DE • VPI to Budget and allocate space 	Surveys indicate that faculty are satisfied with resources provided	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral)		
C.1.d Develop and Implement Technology-enabled Measures Focused on Health and Safety	C.1.d.1* Install classroom emergency phones at necessary location (Aviation, 860 Atlantic, COA and Merritt)	<ul style="list-style-type: none"> • CTO • Campus IT 	Installation is complete	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral) \$102,144 5-year software subscription and SMARTnet		

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Strategic Goal Theme: C. Build Programs of Distinction

Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization

Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
	C.1.d.2* Provide integrated emergency message broadcast/notification across all communication platforms (phone, sms, digital signage, etc.) ADA COMPLIANCE (ASL)	<ul style="list-style-type: none"> • CTO • Campus IT 	Unified digital messaging in place and tested at least quarterly	Target Completion Staffing Needs Budget Resources (One-time/Ongoing/neutral) \$133,750 Includes licensing, configuration, and 5-year support		
	C.1.d.3* Improve cell phone coverage across locations identified (Laney, Merritt, BCC)	<ul style="list-style-type: none"> • CTO • District Technology Committee 	Cell signal boosters are in place and result in improved cell coverage	Target Completion Staffing Needs Budget Resources (One-time/Ongoing/neutral) \$700,000		
	C.1.d.4* Refresh the security camera infrastructure currently in place, ensure continued refresh cycle, and upgrade to 10G Cenic circuits	<ul style="list-style-type: none"> • CTO 	73 identified security camera network switches in place and process for continued refresh documented	Target Completion Staffing Needs Budget Resources (One-time/Ongoing/neutral) \$1,976,112 Includes 5-year hardware support and upgrade to faster WAN		

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Strategic Goal Theme: C. Build Programs of Distinction						
Technology Plan Theme: C.1 Technology Acquisition, Adoption, and Standardization						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
C.1.e Centralize and Institutionalize Software Licenses	C.1.e.1 Provide consistent and ongoing funding for software, such as office-productivity suite, library system platform, distance education delivery platform, antivirus protection, website development and content management, and other agreed upon districtwide platforms.	<ul style="list-style-type: none"> Chancellor's Cabinet DISTRICT AND CAMPUS IT Bulk Rates 	Automatic annual renewals in place with pre-designated ongoing centralized funding	Target Completion		
				Staffing Needs		
				Budget Resources <small>(One-time/Ongoing/neutral)</small> Ongoing software licenses are automatically renewed without major vetting by Cabinet and Board		

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Strategic Goal Theme: C. Build Programs of Distinction						
Technology Plan Theme: C.2 Infrastructure and Cloud Computing						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
C.2.a Prepare for sustainable technology investments	C.2.a.1 Assess feasibility and Return on Investment for Virtual Desktop Infrastructure, including considerations for: business continuity; impact to software	<ul style="list-style-type: none"> CTO District Technology Committee Campus IT 	Feasibility assessment complete	Target Completion		
				Staffing Needs		

Strategic Goal Theme: C. Build Programs of Distinction						
Technology Plan Theme: C.2 Infrastructure and Cloud Computing						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
	licensing; and security/isolation of the network for instructional purposes Splashtop app			Budget Resources (One-time/Ongoing/neutral)		
	C.2.a.2 Develop an implementation schedule, if cloud strategy deems feasible	<ul style="list-style-type: none"> • CTO • District Technology Committee • Campus IT 	Timeline and detailed schedule developed and approved through governance groups	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral)		
	C.2.a.3* Consider moving to a cloud-based telephone/voice backup system to better address the needs of students and staff and ensure business continuity.	<ul style="list-style-type: none"> • CTO • District Technology Committee 	Survey indicates improved delivery of telephone services	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral) \$40,000 inclusive of 5-year support agreement		
C.2.b Develop and Implement Strong Network Security Protocols	C.2.b.1* Implement security and redundancy for local and remote services and access across all Peralta sites	<ul style="list-style-type: none"> • CTO • District Technology Committee • College IT 	Participate in and receive clean audit results from State Chancellor's Office Cyber Security Unit	Target Completion		
				Staffing Needs		
				Budget Resources		

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Strategic Goal Theme: C. Build Programs of Distinction						
Technology Plan Theme: C.2 Infrastructure and Cloud Computing						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
				(One-time/Ongoing/neutral) \$866,736		

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Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration

Technology Plan Theme: D.1 Clearly Define IT Governance and Implementation Protocols

Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
D.1.a Conduct technology Governance practices that include all constituent groups	D.1.a.1 Evaluate the effectiveness of strategic and operational decision-making groups and implement needed committee improvements	<ul style="list-style-type: none"> District Technology Committee 	Revised structure in place Positive satisfaction survey	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		
	D.1.a.2 Streamline and document the District and College IT collaboration and support models.	<ul style="list-style-type: none"> CTO District Technology Committee Chancellor’s Cabinet 	Update functional map focusing on Standard IIC	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		
	D.1.a.3 Develop a process to communicate technology decisions across the District on a regular basis.	<ul style="list-style-type: none"> District Technology Committee 	Process in place	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		

Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration						
Technology Plan Theme: D.1 Clearly Define IT Governance and Implementation Protocols						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
D.1.b Institutionalize Technology Planning and Prioritization	D.1.b.1 Annually evaluate the Peralta Technology Strategic Plan and update as needed.	<ul style="list-style-type: none"> District Technology Committee 	Plan updated yearly, with accomplishments identified along with implications and reprioritization for the following year	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral)		
	D.1.b.2 Create a project prioritization process that is widely communicated for all IT project requests	<ul style="list-style-type: none"> District Technology Committee and approval from Chancellor's Cabinet 	Prioritization process complete	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral)		
	D.1.b.3 Based on the developed prioritization process re-evaluate all in-progress and identified projects and prioritize them for completion	<ul style="list-style-type: none"> District Technology Committee 	Priority list developed	Target Completion		
				Staffing Needs		
				Budget Resources (One-time/Ongoing/neutral)		

Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration

Technology Plan Theme: D.1 Clearly Define IT Governance and Implementation Protocols

Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
D.1.c Use Project Management tools for project tracking and completion	D.1.c.1 Identify a project manager/ coordinator for every technology project and select a project management tool for use in planning and tracking progress	• CTO	Individual identified to lead major project Project management tool identified and use to monitor progress	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		
	D.1.c.2 Conduct project management training for District and College staff	• CTO	Number of Project managers/staff trained	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		
	D.1.c.3 Modification to existing and development of new applications, must be done in tandem with a user groups, and include a functional champion to ensure specifications meet user needs and requirement	• Director of Institutional Technology • Functional Lead	User group and functional champion identified per major project	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		
	D.1.c.4 Communicate project status to the District Technology Committee on a regular basis	• Project Manager	Satisfaction survey	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		

Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration

Technology Plan Theme: D.2 Employee Professional Development, Training and Support

Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
D.2.a Provide employee professional development and training encompassing all pertinent technology usage and information	D.2.a.1 Clearly define who is responsible for training initiatives	<ul style="list-style-type: none"> Chancellor's Cabinet Union Leads 	Responsible persons identified	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		
	D.2.a.2 Develop in-house training expertise; cross-train important functions	<ul style="list-style-type: none"> Staff identified by Chancellor's Cabinet 	Trainers and training sessions identified	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		
	D.2.a.3 Solicit user feedback on training needs and emerging issues regularly and tailor offerings to identified needs	<ul style="list-style-type: none"> Staff identified by Chancellor's Cabinet 	Satisfaction surveys	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		
	D.2.a.4 Document a list of available software resources and the related function	<ul style="list-style-type: none"> CTO 	List of software resources developed	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		

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Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration						
Technology Plan Theme: D.2 Employee Professional Development, Training and Support						
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans
D.2.a Provide employee professional development and training encompassing all pertinent technology usage and information (continued)	D.2.a.5 Provide training opportunities for IT staff that are needed to complete the current project list, initiatives in this technology plan and potential new technologies	<ul style="list-style-type: none"> • CTO • Lead Manager 	Number of training opportunities provided	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		
	D.2.a.6 As part of any project include a training plan as part of the proposal	<ul style="list-style-type: none"> • CTO • Lead manager in impacted area(s) 	Integration of training plan with acquisition process	Target Completion		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i>		
	D.2.a.7 With each new release of PeopleSoft and other major systems, provide training opportunities for staff to leverage the new features and functions	<ul style="list-style-type: none"> • CTO • All Vice Chancellors 	Number of training opportunities provided	Target Completion Ongoing software contractual service agreement		
				Staffing Needs		
				Budget Resources <i>(One-time/Ongoing/neutral)</i> Requires annual budgeting and dedicated funding		

Strategic Goal Theme: D. Strengthen, Accountability, Innovation and Collaboration									
Technology Plan Theme: D.2 Employee Professional Development, Training and Support									
Objective	Initiative	Responsible Party	How to measure result or Evaluation	Target Completion/ Needed Resources	Outcome Assessment	Implications to Existing/Future Plans			
	D.2.a.8 Conduct cyber-security, privacy and security training for all employees on a regular and on-going basis including topics such as endpoint security, email security, common threats and other current topics	<ul style="list-style-type: none"> • CTO • HR 	Number of training opportunities provides	<table border="1"> <tr> <td>Target Completion</td> </tr> <tr> <td>Staffing Needs</td> </tr> <tr> <td>Budget Resources (One-time/Ongoing/neutral)</td> </tr> </table>	Target Completion	Staffing Needs	Budget Resources (One-time/Ongoing/neutral)		
Target Completion									
Staffing Needs									
Budget Resources (One-time/Ongoing/neutral)									

* See PCCD Information Technology Prioritized Request List in Appendix E

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TECHNOLOGY TRENDS IN HIGHER EDUCATION

The EDUCAUSE 2020 Top 10 IT Issues reflect the expertise of both the EDUCAUSE IT Issues Panel and EDUCAUSE membership. For 2020, IT Issues Panel members identified an initial set of 20 priority issues, and EDUCAUSE members were invited to rate these issues on their importance in 2020 in a survey administered during August and September of 2019. More than 400 individuals participated, and the final selection and rankings are based on their prioritization. This methodology has enabled us to better validate the issue prioritization and to examine variations among institutional types and individual roles. The following top ten items were prioritized for 2-year associates degree granting institutions:

- Information security strategy: Developing a risk-based security strategy that effectively detects, responds to, and prevents security threats and challenges
- Privacy: Safeguarding institutional constituents' privacy rights and maintaining accountability for protecting all types of restricted data
- Student retention and completion: Developing the capabilities and systems to incorporate artificial intelligence into student services to provide personalized, timely support
- Digital integrations: Ensuring system interoperability, scalability, and extensibility, as well as data integrity, security, standards, and governance, across multiple applications and platforms
- Disaster recovery and business continuity: Developing options for the continued delivery of core institutional services in light of the growing risks of operational disruptions
- Holistic student success: Applying technology and data, including artificial intelligence, to understand and address the numerous contributors to student success, from finances to health and wellness to academic performance and degree planning
- Improved enrollment: Using technology, data, and analytics to develop an inclusive and financially sustainable enrollment strategy to serve more and new learners by personalizing recruitment, enrollment, and learning experiences
- Student-centric higher education: Creating a student-services ecosystem to support the entire student life cycle, from prospecting to enrollment, learning, job placement, alumni engagement, and continuing education
- Sustainable funding: Developing funding models that can maintain quality and accommodate both new needs and the growing use of IT services in an era of increasing budget constraints
- Higher education affordability: Aligning IT organizations, priorities, and resources with institutional priorities and resources to achieve a sustainable future

CURRENT TECHNOLOGY ENVIRONMENTAL ANALYSIS

As indicated, the District 2015 Strategic Plan carries forward five primary strategic goals. College plans align broadly with the District and each college is in a different phase of updating its College-level plans. The following table illustrates a list of college plans guiding college priorities and budget planning.

CURRENT TECHNOLOGY ENVIRONMENTAL ANALYSIS - Continued

Table 1. PCCD, Peralta Colleges Plans

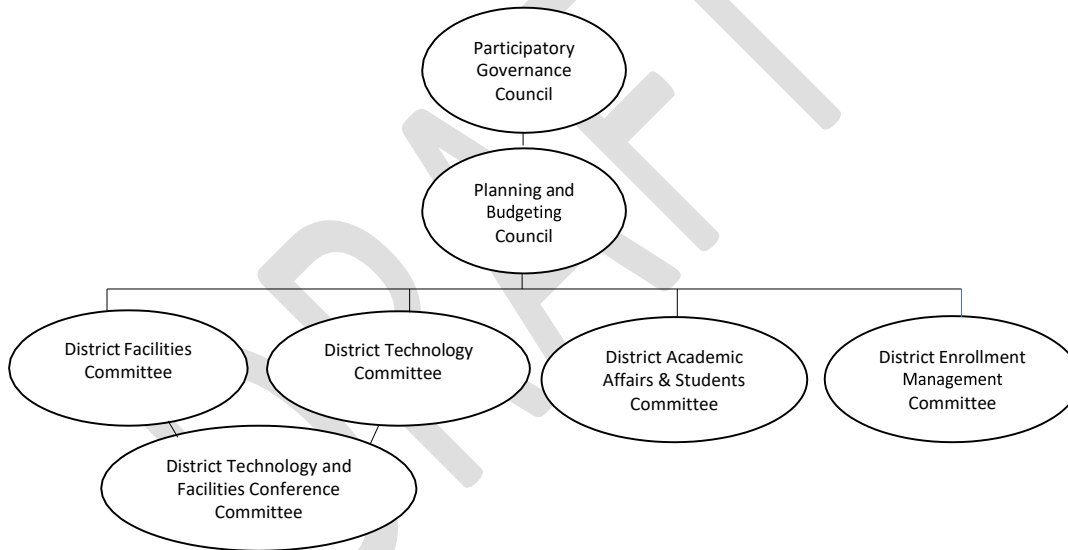
Peralta Community College District			
Berkeley City College	Berkeley City College Educational Master Plan 2016-2017 to 2020-21	BCC Strategic Plan 2018-2020	BCC Technology Plan 2015-2018
College of Alameda	College of Alameda Educational Master Plan 2016-2021	College of Alameda Facilities and Technology	
Laney College	Laney College Strategic Plan 2018-2023	Laney College	
Merritt College	Merritt College Educational Master Plan 2015-2020	Merritt College Educational Master Plan – Strategic Update 2018	Merritt College Technology Plan 2013

Working with the 4 college Information Technology Departments, Peralta District Information Technology Department (IT) supports the full range of IT-related capabilities at the District including infrastructure support, administrative system development and maintenance, classroom technologies and support and help desk operations at the college and district level. The College and District IT Departments provides the following services:

- Enterprise Resource Planning System (Peoplesoft)
- Telephony: installation, changes, and troubleshooting
- Internet Services: provide and ensure the proper operation of the District’s connection to the Internet, including: firewall; CENIC data and video gateways for videoconferencing; e-mail handling; and various other related critical security and configuration responsibilities
- Wide-Area Network: planning, implementing, maintaining, and troubleshooting our inter-site network infrastructure and capabilities
- Classroom Support: support for all systems and technology in the classrooms and student labs at the main campus and remote location
- Helpdesk/PC Support: supports Peoplesoft and telephone help requests; also supports staff requests for PC/network assistance
- MIS and other State Reporting / Federal Reporting
- Financials (GL, AP, AR, Purchasing)
- Institutional Research • Registration
- Human Resources Management and Payroll
- Student Record Management
- Student Financial Aid Support
- District Administration/Finance Support
- Network Support
- Administrative Software Development, Maintenance and Support

CURRENT TECHNOLOGY ENVIRONMENTAL ANALYSIS - Continued

Based a review of the findings, there is a need for greater adherence to the Peralta Community College District Board Policy 3250 *Institutional Planning* (BP 3250) and Administrative Procedure 3250 (AP 3250) *Institutional Planning*, included as Appendix A and B, respectively. The procedure describes the Participatory Governance process that integrates planning and budgeting practices across the four Colleges and District Service Centers. The goal of this procedure in part, is to "...bring expertise in trends, best practices..." and "...establish a coordinated planning and budgeting system which delineates functional responsibilities and provides a clear process for planning and decision-making..." across the District. This procedure supports Strategic Goal D. *Strengthen Accountability, Innovation and Collaboration* and supports findings related to centralized planning and budgeting. AP 3250, if followed, ensures a well-coordinated decision-making process as it pertains to planning, budgeting and the acquisition of technology hardware and software applications. The PCCD Planning and Budgeting Integration Model is illustrated below and final recommendations using this model are presented to the Chancellor:



PLANNING PROCESS

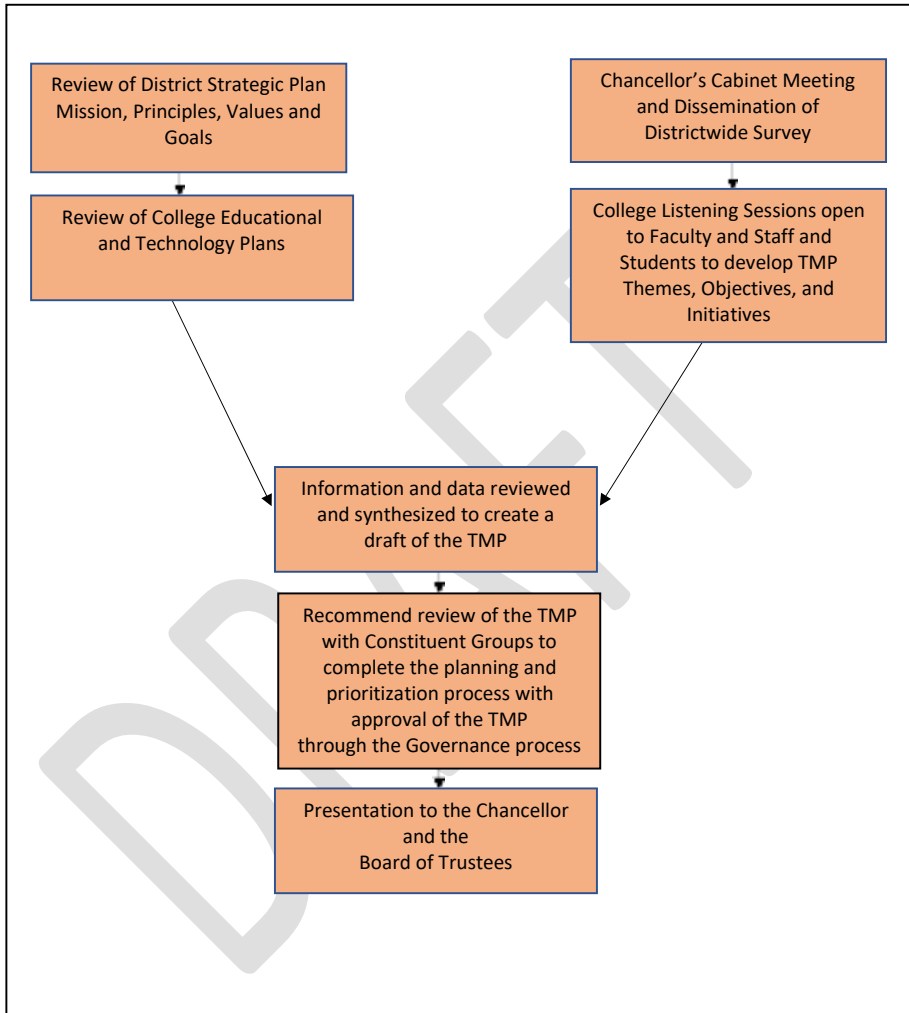
The Technology Master Plan planning process included five steps **Phase 1 Project Kickoff** with a meeting with the District Leadership team; **Phase 2, Discovery Part 1** was a review of existing reports and information gathering; **Phase 3, Discovery Part 2** included 7 Districtwide Listening Sessions and College specific sessions and the dissemination of a Districtwide survey; **Phase 4, Plan Development** with preparation of the draft and final plan and feedback; **Phase 5, Technology Master Plan presentation** to the Peralta Community College District Board of Trustees. The following table illustrates the five phases of the planning process:



Findings from the meetings, listening sessions, and the review of District and College plans, resulted in the Technology Master Plan Themes, Objectives and Initiatives. Faculty, staff and students participated in the following virtual sessions:

Online Virtual Zoom Meeting Date	College/District
August 3, 2020	Chancellor's Cabinet
October 2, 2020	Berkeley City College
October 15, 2020	Peralta District Office
October 15, 2020	Laney College
October 16, 2020	Merritt College
October 20, 2020 and October 30, 2020	College of Alameda
November 6, 2020	Student Mentors

Technology Master Plan (TMP) Process: The TMP development process flowchart provides the process used for the Technology Master Plan 2021-2026:



Key Participants: Meetings were held with District and College stakeholders as follows:

Chancellor's Cabinet	
Dr. Carla Walter (Interim Chancellor)	Dr. Regina Stanback-Stroud (former Chancellor)
Adil Ahmed	Mark Johnson
Rudy Besikof	Don Miller
Siri Brown	Anthoine Mehouelley
Angelica Garcia	Leigh Sata
David Johnson	Chanelle Whittaker

List of District and College Attendees participating in the Listening Sessions: Nearly 100 district and college faculty and staff participated in the listening sessions. Attendees signed in to the virtual meeting by name, a pseudo user name and/or indicated a title representing multiple participants. Student Mentors also participated in the listening sessions. **The attendee list represents District and College faculty, classified professionals and administrators and student mentors:**

Attendee Names	
Teri	Antonio
Chi	Au
Larena	Baldazo
Joe	Bay
Dominique	Benavides
Lowell	Bennett
Rudy	Besikof
Rupinder	Bhatia
Joshua	Boatright
Amy	Bohorquez
Abigail	Brewer
Kim	Bridges
Courtney	Brown
Janice	Browne
Lilia	Celhay
Teresa	Chan
Frank	Chez
C	Chi
Brandon	Christian
Chungwai	Chum
Nancy	Clayton
Reginald	Constant
Horacio	Corona
Silvia	Cortez

List of District and College Attendees participating in the Listening Sessions - *continued*

Attendee Names	
Michelle	Custino
Sandi	Daniel
Violeta	Dleon
Tuan	Doan
Michael	Duensing
Shalamon	Duke
Neil	Dunlop
Amany	Elmasry
Roderick	Fajarda
Nathan	Fontanilla
Roberto	Gonzalez
Rachel	Goodwin
Joe	H
Angie	Harris
Kuni	Hay
Ming	Ho
Brandi	Howard
Chiran	Jeeviadusumalli
Brenda	Johnson
David	Johnson
Mark	Johnson
Maurice	Jones
William	Jones
Hoi	Ko
L	Komraz
Vincent	Koo
David	Lee
Alex	Madonik
Mark	Martin
Ana	McClanahan
Antoine	Mehouelley
Don	Miller
Selwyn	Miller
Dale	Nabeta
John	Nguyen
Loan	Nguyen
Blair	Norton
Peter	Olds
Jonathan	Olkowski
Daniel	Park
Julian	Pearson Rickenbach
Mary	Peock

List of District and College Attendees participating in the Listening Sessions - *continued*

Attendee Names	
Derek	Pinto
Roxanna	Post
Saurav	Pudasaini
Leslie	Reiman
Kawanna	Rollins
Patricia	Rom
David	Rowe
Balamurali	Sampathraj
Sabeen	Sandú
Stacey	Shears
PJ	Shelton
Nathaniel	Shuntel
Heather	Sisneros
Jayne	Smithson
John	Taylor
Linda	Thompson
Anthony	Villegas
Max	Voong
Carla	Walker
YiPing	Wang
Chris	Weidenbach
Denise	Woodward
Don	
Esther	

Student Mentors	
Jasmine Bledsoe	Sara Sanchez
Daniel Bui	Martha Tellez
Ming Ho	Bruna Gallo Wagner
Erika Stovall Hoffman	Chrys Yap
Gabriela Manrique	Landen (no last name provided)
Carlos Pena	

Listening Session Results: Review of the District and College plans and listening sessions resulted in the following themes and desired tools/functions:

Themes:

- Ongoing desire to be innovative
- Need for standardization and consistency across the colleges
- Infrastructure modernization and Cloud computing
- Efficiency through automation
- Clearly defined business processes
- Technology acquisition and adoption
- Staffing, training, and support
- Security and access rights

Tools/Functions:

- Full implementation of OnePeralta (Oracle and PeopleSoft)
- Growth in Business Intelligence (BI) and Artificial Intelligence (AI)
- Degree Planner and Degree Audit
- Early Alert
- Electronic scheduling systems
- Intelligent online forms
- Procedures that allow District and college experts to review prospective software applications to ensure that students are not adversely affected
- Evaluation and purchase of recording equipment that allow for CTE and lab class demonstrations to be taped to accompany class lectures
- Policy criteria that explicitly only approves vendors that allow for “user issues” technology feedback loop and dedicated and ongoing user technical support
- A policy and a procedure directed at software life cycle that allows for research, acquisition, implementation, evaluation, and discontinuance (that unused software be discontinued)
- Centralized acquisition of hardware and software practices for the Peralta Colleges recognizing that customization and stand-alone applications are costly and difficult to maintain

Technology Survey Results: As part of the discovery phase of the Peralta Technology Master Plan development, a survey was conducted to 1) gauge satisfaction levels with the primary services delivered through Information Technology; 2) solicit successful technology tools or strategies employed by the Peralta colleges that should be highlighted and/or used as model strategies; and 3) recognize processes that members would like to see automated or improved upon with the use of technology.

The survey was disseminated beginning September 2, 2020, and closed October 10, 2020. A total of 400 responses from full and part-time faculty, classified professionals, confidentials, and managers from all four Peralta Colleges and the District Office were received. Responses were representative of all locations and employee classifications.

Results from the survey revealed the following as it pertains to current levels of satisfaction:

- Respondents were most satisfied with help desk support, improvements made in classroom technologies, and the email/Outlook 365 system.
- Respondents were least satisfied with technology training and the computer refresh.

The open-ended questions revealed that the top model strategies the Peralta Colleges are most proud of are their implementation and utilization of the Canvas Learning Management System Platform, the use of Microsoft Office Tools (specifically MS Teams and MS Planner), and once again pride in the level of support delivered through the college and District help desks. The open-ended questions also highlighted a continued need for better and more training opportunities, the need for implementation and automation of electronic forms, and the desire to implement a Single Sign On platform across all applications for the purposes of student and employee authentication. The full results from the survey can be found in Appendix C of this report.

RELATIONSHIP OF THE STRATEGIC TECHNOLOGY PLAN TO OTHER PLANS

The Peralta Community College District Technology Master Plan 2021- 2026 is designed to be both visionary and strategic in nature. The initiatives in the plan describing “what” is to be done. Updates to this Technology Master Plan should be conducted on a regular, usually annual, basis at the District Level working with the individual colleges. The goals and initiatives of this plan are designed to align with other planning documents, such as the Strategic Master Plan, the Educational Master Plan and college-level planning reports. The initiatives contained within this plan are assigned to specific areas such as “District Information Technology”. The District and colleges will need to be responsible to provide the necessary resources to successfully support the initiatives contained within this plan.

DRAFT

APPENDIX A

BOARD POLICY 3250 INSTITUTIONAL PLANNING

The Chancellor shall ensure that the District has and implements a broad-based comprehensive, systematic and integrated system of planning that involves appropriate segments of the college community and is supported by institutional effectiveness research.

The planning system shall include plans required by law, including, but not limited to, a long range comprehensive Strategic Plan integrated with the following plans:

- Educational Master Plan
- Facilities Plan
- Human Resources Plan
- Information Technology Plan
- Equal Employment Opportunity Plan
- Student Equity Plan
- Student Success and Support Program Plan
- Transfer Center Plan
- Cooperative Work Experience Plan
- EOPS Plan
- Enrollment Management Plan
- Environmental Sustainability Plan

The Institutional Plans listed shall be integrated into the annual budget preparation process.

The Chancellor shall submit the plans to the Board when Board approval is required by Title 5.

Plans will contain goals, objectives, and long-range measurable outcomes.

Reference:

Accreditation Standard I.B.9, III.B.4, III.C.2, III.D.2, IV.B.3, and IV.D.5 Title 5, Sections 51008, 51010, 51027, 53003, 54220, 55080, 55190, 55250, 55510, 56270 et seq.

Approved by the Board of Trustees: February 28, 2012

Revised and approved by the Board of Trustees: March 11, 2014

Revised and approved by the Board of Trustees: February 27, 2018

APPENDIX B

ADMINISTRATIVE PROCEDURE 3250 INSTITUTIONAL PLANNING

I. Introduction

This administrative procedure describes the central principles and features of Peralta's Planning and Budgeting Integration Model (PBIM). The objective of the PBIM is to establish an effective district-wide committee structure and to streamline and clarify the district-wide process for developing recommendations leading to decision-making. The institutional planning process also fulfills the Strategic Plan vision of enhanced coordination and collaboration.

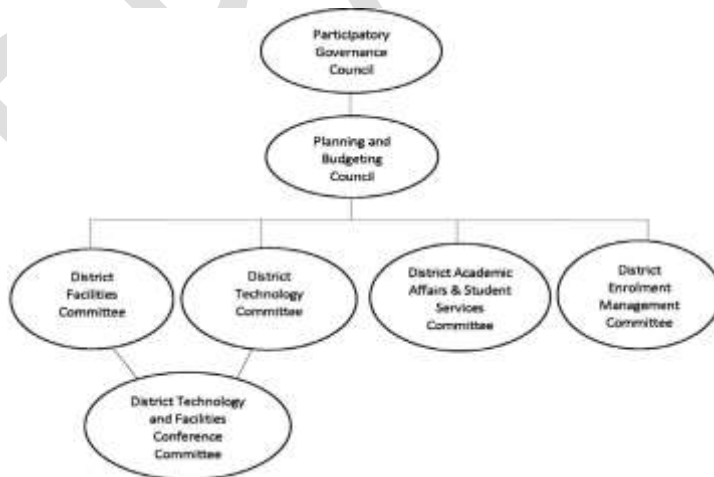
Goals

The PBIM has these key goals:

- Integrate planning and budgeting across the four Colleges and District Service Centers
- Bring the expertise of the four Colleges together to focus on trends, best practices, and student learning and success
- Support a culture of collaboration
- Streamline decision making among the Colleges and District Service Centers by providing a transparent process of collaboration leading to effective decisions and recommendations
- The PBIM is the core response to the Accreditation recommendation that the Colleges and District collectively establish a coordinated planning and budgeting system, which delineates functional responsibilities and provides a clear process for planning and decision-making.

II. District-Wide Advisory Committees and Councils

The PBIM is an integrated district-wide planning and budget advisory system comprised of four committees and two Councils that receive planning inputs from the Colleges and make final recommendations to the Chancellor.



III. Subject Matter Committees: District Facilities Committee (DFC), District Technology Committee (DTC), Academic Affairs and Student Services Committee (DAASSC), and District Enrollment Management Committee (DEMC)

The role of the four district subject matter committees is to recommend decisions that build on College Program Reviews and annual institutional plans and goals. Specifically, the Committees will:

- A. Stress the use of Program Reviews and unit plans in making decisions
- B. Seek collaborative solutions that utilize resources on a district-wide basis
- C. Assist in developing district-wide strategies that are acceptable to all Colleges
- D. Provide feedback to the Colleges
- E. Provide technical reviews of College priorities
- F. Ensure consistency between College requests and existing approved projects. Identify opportunities for college-to-College collaboration where resource sharing could be useful.

IV. Planning and Budgeting Council

The Planning and Budgeting Council (PBC) makes recommendations to the Participatory Governance Council, which is chaired by the Chancellor. The Chancellor provides a response. The PBC shall also receive draft policy initiatives, review considerations from the Chancellor and make recommendations on those before any significant action is taken by the Chancellor.

The PBC recommends educational and resource priorities to the Chancellor and the Participatory Governance Council. The PBC makes recommendations on Board policies and administrative procedures and decisions initiated by the Chancellor. For unresolved issues, the PBC recommends resolutions when there is not agreement and forwards them to the Participatory Governance Council for final review.

For shared agreement items, the PBC performs the following functions in collaboration with subject matter committees (DTC, DFC, DAASSC, DEMC): (1) Affirms consistency with strategic and educational plans; (2) recommends a coordinated, district-wide planning approach (3) recommends a prioritization of plans across subject areas and Colleges; (4) identifies funding approaches to support priorities.

The PBC is responsible for providing oversight on the development and implementation of the District Strategic Plan. The PBC monitors recommendations and determines whether the recommendations are implemented to include any modifications, and/or to provide explanations as to why recommendations are not implemented. The PBC also ensures accountability on process steps and determines whether constituencies, Colleges, District Service Centers, committees, etc., adhere to the agreed upon steps in the process. The PBC refers all recommendations and actions to the District Participatory Governance Council.

V. Participatory Governance Council

The Participatory Governance Council (PGC) is the primary PBI advisory body focused on major participatory governance issues/topics and integrated planning. The Participatory Governance Council makes recommendations to the Chancellor and the Chancellor will review the recommendations and takes appropriate action.

A key function of the Participatory Governance Council is to monitor the ongoing implementation of, and ongoing assessment of, the District's Strategic Goals and annual Institutional Objectives, as well as district-wide operational targets and goals in an effort to achieve the District's Strategic Goals and annual Institutional Objectives. Further, the Participatory Governance Council makes recommendations regarding the district's integrated improvement plans and monitors the progress and effectiveness of the integrated improvement

plans.

The Participatory Governance Council identifies district-wide issues for discussion and follow-up and makes referrals to other PBIM Committees; to include the ongoing evaluation of delineation of functions between the District Service Centers and the four Colleges; as well as to work to assure collaboration among the Colleges in addressing and maintaining ACCJC Accreditation Standards.

The Participatory Governance Council advises the Chancellor on matters referred by the Colleges and/or other PBIM Committees and the PBC and advises the Chancellor on matters related to the development and revision of Board Policies and District Administrative Procedures.

The Participatory Governance Council aims to monitor and evaluate the overall effectiveness of the Planning and Budgeting Integration Model and recommends any needed changes that might enhance effectiveness.

VI. Operating Principles

- A. *Use a District-Wide Perspective:* The committees will focus on student success using a district-wide perspective to coordinate the strengths of the Colleges.
- B. *Use Shared Agreement to Create Collaborative Solutions:* The "shared agreement" decision model will support and coordinate the success of each College based on a district-wide perspective.
- C. *Ensure Consistent Committee Engagement:* Committee members are expected to attend all meetings. If a member misses three meetings, the Committee Chair will request a replacement.
- D. *Commit to adhering to the PBIM Bylaws and Common Goals:* The PBI Committee meetings will start and end on time; use well-designed agendas; and balance deliberation with decision-making.
- E. *Adhere to the Annual Integrated Planning-Budgeting Calendar:* Each Committee/Council will perform its responsibilities according to the timelines set in the annual PCCD Integrated Planning- Budgeting Calendar.
- F. *Provide Ongoing Two-Way Communication:* The process is structured around two-way communication between the Colleges and the PBIM subject-matter Committees; the subject matter committees and the Planning and Budgeting Council; and between the Chancellor and the Participatory Governance Council.
- G. *Maintain a Transparent Process:* PBI meetings are open to all, with opportunities for comment provided. Adopted minutes will be published and posted on the web on a timely manner. Committees can use a variety of methods to broaden dialogue and enhance communication, for example, inviting guest presenters, making site visits, scheduling listening sessions, holding meetings at the Colleges, etc.
- H. *Ensure the Official Advisory Capacity of the PBIM:* Only formally appointed Committee members can participate in official Committee deliberations and decisions. Agendas will include time for non- member comments.

Reference:

Title 5 Section 55007

Peralta Planning and Budgeting Integration Model Manual

Approved by the Chancellor: March 13, 2012

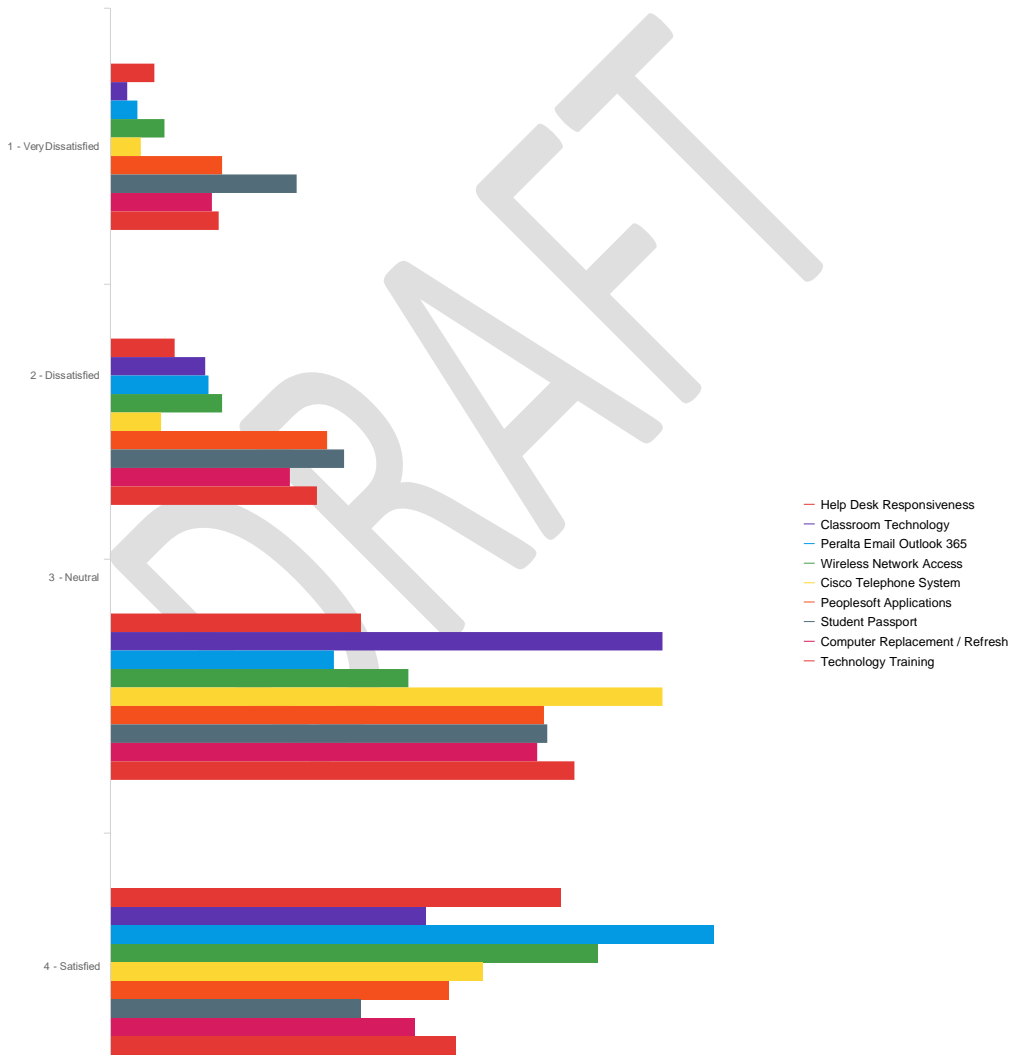
Revised and approved by the Chancellor: December 12, 2017

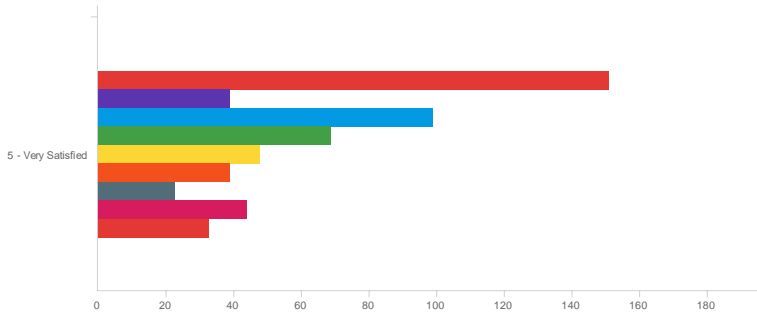
APPENDIX C

**PCCD FACULTY AND STAFF TECHNOLOGY SURVEY RESULTS
FALL 2020**

Survey Disclaimer: Survey responses not altered – all spelling and grammar reflect respondent comments

1 - 1. On a scale of 1-5, please rate your satisfaction with the following supports and services: (note: if the item is not applicable, leave blank)





#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Help Desk Responsiveness	1.00	5.00	4.00	1.04	1.07	390
2	Classroom Technology	1.00	5.00	3.41	0.86	0.74	328
3	Peralta Email Outlook 365	1.00	5.00	3.87	0.96	0.91	380
4	Wireless Network Access	1.00	5.00	3.62	1.05	1.09	350
5	Cisco Telephone System	1.00	5.00	3.50	0.88	0.77	345
6	Peoplesoft Applications	1.00	5.00	3.13	1.11	1.22	364
7	Student Passport	1.00	5.00	2.83	1.13	1.27	350
8	Computer Replacement / Refresh	1.00	5.00	3.19	1.12	1.24	343
9	Technology Training	1.00	5.00	3.12	1.07	1.15	365

#	Field	1 - Very Dissatisfied	2 - Dissatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied	Total
1	Help Desk Responsiveness						
2	Classroom Technology	3.33% 13	4.87% 19	18.97% 74	34.10% 133	38.72% 151	390
3	Peralta Email Outlook 365	1.52% 5	8.54% 28	49.70% 163	28.35% 93	11.89% 39	328
4	Wireless Network Access	2.11% 8	7.63% 29	17.37% 66	46.84% 178	26.05% 99	380
5	Cisco Telephone System	4.57% 16	9.43% 33	25.14% 88	41.14% 144	19.71% 69	350
6	Peoplesoft Applications	2.61% 9	4.35% 15	47.25% 163	31.88% 110	13.91% 48	345
7	Student Passport	9.07% 33	17.58% 64	35.16% 128	27.47% 100	10.71% 39	364
8	Computer Replacement / Refresh	15.71% 55	19.71% 69	36.86% 129	21.14% 74	6.57% 23	350
						12.83% 44	343

#	Field	1 - Very Dissatisfied	2 - Dissatisfied	3 - Neutral	4 - Satisfied	5 - Very Satisfied	Total
9	Technology Training	8.77% 32	16.71% 61	37.53% 137	27.95% 102	9.04% 33	365

DRAFT

Q8 - What processes in your daily work would you like to see automated or improved with the use of technology?

What processes in your daily work would you like to see automated or improved with the use of technology?

gradebook on canvas is confusing for me and students

n/a

Degree/certificate petition submissions and awarding.

Census dates

NA

Census rosters could be streamlined. PROMT needs updating for ease of use.

the student passport system get integrate with the student email. access with only one password

I wish we had slack and could have channels set up for regular communication - outlook is difficult now to search for specific emails

The budget is now difficult to look at in the new system. It is hard to navigate and information you need to compare with budget is no longer there. Especially when you are looking at salaries in your budget. There is no information in Budget Overview.

none

When clicking on Canvas messages from students they do not appear in my inbox (I have to search for them)...Form filling and signing.

It tickets/requests

Wireless printers

grading

Student accessibility to Prompt and Canvas

help with less number of irrelevant emails

More user-friendly software for Prompt. More training. More opportunities to have access to newer technology. User-friendly student platforms...Passport is difficult to understand many times. Training or tutorial videos in different languages for students on how to use Passport, sign up for classes, dropping (consequences of dropping or not dropping). Tutorial videos for students on how to use Canvas, school email and other apps available in their student portal. Same for employees (videos on how to use apps available to us).

Peoplesoft Purchasing module. It was redesigned without involving Purchasing.

Library Technology needs to be included in planning (library system and peripherals, remote authentication, steady and improved funding for research databases), funding for new electronic content types (e.g. streaming video, streaming audio, e-periodicals, e-textbooks)

What processes in your daily work would you like to see automated or improved with the use of technology?

When in class, I'd like to see the connectivity to class projectors thru the desktop improved as the highest, most crucial priority. As an online instructor, I'd like to see Canvas' implementation of the Conference feature improved exponentially.

Employee able to enroll in benefits via PeopleSoft

The IT department is under-staffed. The responses take too long.

n/s

a place to input ATTENDANCE for onsite classes that can be easily printed / Excel is used currently and creating/managing formulas proves challenging

document routing, approval, archiving/repository and integration between department systems

NA

quick, clear turnaround of tickets - at the present time it can take awhile to have these move forward

IT is doing a great job!

Improve handouts or video showing the Students how to access their Office 365 on the student portal (PC and Mac). Many students do not know how to install the office 365 if it is not showing.

For example, this team stuff there's no training on and just appeared. Some of IT people say oh it's so easy, for them I never heard of it. Am I expected to use it and know what I am doing when there's no training! Typical Peralta. Same with the adobe, but there was a bit of training. However, my Adobe does not work that well I can't sign on it. And when I send to my dean she can see it. So I just forward the document and she put in her adobe.

Peoplesoft on mobile devices for staffs

I want to see improvement with Outlook 365. The District Technology Department changed to Outlook without offering any training.

Basic signing up for classes via the system is really difficult for both my students and myself when I try to take a class.

Can we get all the calendars to talk to each other? I have to look at 2 calendars: SARS, Outlook. So I get invited to meetings that are at times when I have Student Appointments and cannot attend.

internet and updates regularly

Leave of Absence Reports

Managing relationships with students beginning with consolidated student email system and multiple contact modes per student (text, voice, email, portal)

Single log/sign into Peralta email, Passport, Canvas where you sign into one and it is carried over to the other 2 apps, but not where you have to only enter it from a clumsy, overcrowded portal

When I do a search for classes in the student center of my counselor access the default semester should be the one we are planning for or in. We only get the full list of years of semesters to choose from.

What processes in your daily work would you like to see automated or improved with the use of technology?...

Beyonds Labz (an application for virtual Labs) now has a license to link it to Canvas directly. Could we get one?

Perhaps Zoom now that we are 100% online.

Peoplesoft/SARS are way too slow at times of year with heavy traffic; degree petitions and substitution requests should be more automated; milestone/pre-req clearances should be automated when an outside transcript is received (if not completely automated, at least clear pre-reqs for courses below the one that was initially cleared).

the ability to have students be able to upload documents to an application in forms or another app.

Canvas and Conferzoom seem to have periodic glitches. Student have complained that they cannot load image files to the discussion area of Canvas which I use for building class community.

More ITT training for classified all new applications

N/A

Daily Processes - streamlined e-mail, daily-weekly or Monthly Strategic (Data-based) Dashboard of Peralta and Local College and specific Program unit or class unit information

Timely updates to software or better still the ability to install/permit updates instead of IT on office computers. Repair and/or replace equipment or parts on a regular basis.

Speed dial on phone when/if we ever return to campus; toss Peoplesoft altogether and find something that works, particularly w/ finance/budgets-- completely useless; web based Outlook very clunky and difficult to navigate--desktop software better; network is slow; wireless access spotty and cumbersome to connect; technology infrastructure ridiculously poor for a college in the middle of such a technology-rich area.

Dual Enrollment, Time Sheets for admin, staff and stipends, phone message routing and voice to text, payroll reports, expenditures reports, budget loading for fiscal year , CA Residency forms, SARS and Peoplesoft automation, queries are run in unified systems, access to automated trial balance runs that compare to oneperalta, vendor application form, ICC forms, Requisition system and PO system needs to be more automated

Degree verification for students

Make it possible for me to edit/comment on 365 Word files sent by a student. Allow me to stay logged in to my Peralta email and canvas on my phone and home computer. Allow students to add their cell phone for notifications in Canvas. My office phone didn't work as often as it did and I never got access to messages on my office phone. I hear some people get email notifications of messages?? The E202 classrooms lost internet/network connection often and we were told it was a business office problem not a tech problem?

accessing help desk after hours of operation

better internet connection

Outreach request for information sessions for external partners

Message pops up: Windows (10 Pro Edition) "license will expire soon...settings managed by your organization."

Door locks

Removal of former employees should be updated from the directory data

What processes in your daily work would you like to see automated or improved with the use of technology?

At the beginning of the semester, there were a lot of complaints about online payment and needed improvement

end-to-end system integration between different databases within the same pillar

I would like all links to work. The link to the IR person at Laney doesn't work. I would like students to be able to register for courses, drop courses, and fix their emails in a timely manner. I would like to be able to access my pay check and for there to be clear recommendations on browsers that would work. I would like all teacher to get lists of students in their classes and those list be available in the case of a class cancellation.

Adding modular self paced courses for students modes water.

I would like the various systems that we use for regular business to be housed all in one area. One Peralta has many tools and also various programs, but I still need to also use our staff/faculty portal separately to access other components that are not available through One Peralta.

Pls continue to update outdated PERALTA FORMS, making them fillable, especially the signature portion for students who lack Adobe software.

Need training on the apps in the faculty portal

People soft applications. Make is easier to look at class schedule, roster, submit rosters, etc.

n/p

updated and current vacation days, sick days on paycheck. Never correct

This is difficult to answer, as I feel completely overwhelmed by all the technology at this point. My home wifi is the most important aspect, and that is out of your purview. I'm surprised Canvas isn't listed.

Grading tests

Peralta one, email

ePaf, budget line information not always loaded then there is the long wait. email on outlook does not always have new email.

In Canvas there are what feels like a tremendous number of barriers to implement and incomplete assignments for students; such as adding images, pages PDF files, etc., copyright approval. To go back after completing an assignments/module (pages) only to find that the assignment wasn't because of copyright approval.

single sign on to account(s), training for using cloud storage

When campus reopens, the projector systems in the classrooms need to be refreshed.

Like to see SMS used for Counseling and Financial Aid Appts and Reminders

Student support services interaction with faculty.

Not sure of a processes in my daily work, however, I have challenges helping with the student passport and have to always send students to Admissions and Records for assistance

Since I am a part-time teacher, I have no unmet needs at this time.

rosters, attendance and census, enrollment processes including the waitlist (if students are on the waitlist they should automatically roll into the class when space is available)

What processes in your daily work would you like to see automated or improved with the use of technology?

the initiator of requisitions informed when PO was formally dispatched and when voucher is issued. Position control # (ePAF system linked to one Peralta)

voicemail converted to text to email remote access to student record keeping software

Tech training

none

CRM, student data/reports

None

A

Student Passport need improved-make online payment(official payment)

mandatory training related to the District policies; timesheet submission;

Better remote access, as well as quicker campus access when warranted

protecting password and protect from hackers.

Tutorial using Studio in Canvas

If Amazon can have one click shopping why not have one or two click enrolling in classes

hourly timesheets, direct submission of LAR's,

Wish I could see enrollment numbers for all classes without having to select one-at-a-time. Wish I the schedule of classes links worked the FIRST time. Wish the choices on "search for classes" were in the right order, and the defaults were updated in a more timely way.

timesheet's for students and employees needs to be electronic web forms based. Please also work on making all PDF forms for A&R and Financial Aid webforms

Wireless printers

better email security and updates, better wireless internet and access

Improve sign-on to Passport for students. Improve communications to new students, returning students so they can successfully login to Passport, email, Canvas.

email

Our system doesn't easily reflect what is going on in a budget string. I would like to see it resemble a checking account. Perhaps we could use Visa Cards that decline transactions that aren't with approved vendors or items. Lets work for the managers that have to approve things. I am positive a bank can do that.

It would make my job easier if students were able to see the prerequisites they have completed or met prior to attempting to enroll for any course.

What processes in your daily work would you like to see automated or improved with the use of technology?

Better Equipment for online teaching

1. Telephony accessibility with respect to ADA compliance. 2. Leave reporting HR module. 3. Increased VPN tunneling capacity (web interface is too clumsy). 4. Established ADA compliance purchasing policy, procedures and enforcement.

Replace Passport with a user-friendly system. We lose enrollment because of the difficulties.

everything we do now is automated; we are online constantly.

Computer replacement, network access

Data warehouse servers should be in the cloud for reliability, security and access. It is often very difficult for me to get the data I need, and I am still unable to design PBI dashboards which are connected to a data source due to domain access issues.

OnePeralta and PeopleSoft ePAF system

Please put all the Portal links back onto one page. I mostly use email and OneDrive and it ends up being more clicks in the day to have to get to those items.

LAR and leave request forms. Passport desperately needs a visual redesign to make it easier to search for classes or enroll.

the interface of the one Peralta system is not very user-friendly, not easy to locate some info, the tabs are confusing and too many

Peoplesoft upgrades - in progress, but looking forward to completion. Reduction of approval signatures required.

rollbook- not through canvas- the canvas one is awful and you can't print it out in a rollbook format look an excel doc or google doc

I'm not a huge fan of SARS - an integrated appointment system with Passport would be better.

Unfortunately, I have not had to use many of the support services for the items listed in Q1. However, students complain all the time about the slow response they receive when reaching out to support for Passport issues.

Being able to customize my screen upon logging in to the portal.

Tools counselors use in prompt have too many clicks. See the Counseling Functionality Team (District CFT) Wish List for specifics.

3 the IT response time for students needs to be improved. 2. The district forms including LAR is fillable Excell but it doesnt save... there should be instructions along with each form to show how to save it. Otherwise it reverts to blank.

full deployment of time and labor

Email notification from One Peralta to show status of the Req/PO/Voucher etc.

Better supports for students to guide them through Passport and accessing accounts. Online and accessible training for employees on all the systems we use (One.peralta, Prompt, AdobeSign, etc.). We need district and campus 508 compliance personnel to ensure accessibility of all our electronic materials AND to train faculty

There are so many barriers for our students to be able to apply and enroll. I tried to sign up a new student to see where the errors came up . There are far too many "applications" to complete and even though I had the codes they sent me I was advised my codes were invalid. I did this over 2 day for a total of 5.5 hours and never got to the successful end.Better technologies for department chairs for building course schedules. Also CurricuNet is a cumbersome platform

What processes in your daily work would you like to see automated or improved with the use of technology?

Faster respond time to emails and quicker turnaround time for task completion.

The idea of the Safety Shield app was a great one! It's unfortunate that the we never heard about the safety app again after reporting multiple hiccup with it.

i think training modules for all the software used would be really helpful and would reduce help desk inquiries.It would also be helpful if calls could be forwarded to email especially since we are working at home.

chromebook checkout and zoom

travel

Remote friendly considering we have been working from home 6months, and help on updating information.

The speed of the Peoplesoft application. The system seems to be very slow.

I would like to have trainings for PeopleSoft and make it easier to navigate.

PROMT (and Peoplesoft generally) is clunky and user-unfriendly

tracking leave electronically so it can be accessed anytime; being able to access our phones through our email, this is very necessary while we are remote; more automated processes and forms, less attachment and email reliance for our processes

So many training/webinars we are attending, they should be all automated to account for every individual so that those who are interested should get a list of events one is attending, there should be a thorough bookkeeping and sent to each one time to time to tally.

upgraded peoplesoft configuration and the use of time and labor.

1. Submitting time off or entering work hours in a web based system so my balances are real time. 2. entering non credit classroom attendance in peoplesoft to help with retention and capture potential FTES

The use of the W:Drive & Adobe Sign (document upload limit) needs improvement.

I would love to move flyers in my inbox to Canvas messages to students--with fewer steps.

When students drop or are dropped from a course they should be immediately dropped from Canvas; sometimes it takes a couple of days and it's confusing for everybody

It takes too many clicks to get to the email. Should be 1 click.

We need more help desk IT and help available through Zoom and phone calls.

n/a

Maybe alumni stories for students to encourage them with success stories while this change is happening

Response time

What processes in your daily work would you like to see automated or improved with the use of technology?

Students accessing the chromebooks

Peoplesoft

many features in the student administration portion of PS could be automated. This would result in a reduction of unnecessary and time consuming work for student service professionals and allow us to focus more on students needs.

The only time I get problems solved is when I speak to a real person, and do not get an automated response.

Admissions and Records forms, Faculty Evaluation Forms, Extra Service Timesheets

None. We're already automated plenty

leave request, LAR, anything that uses a form

Student Passport remains a mess for students.

SSO login for students in the Alma library system to allow students to request materials, etc. The student SSO login is also needed if we were to receive funding and approval to use an online textbook purchase model for students

Work flow processes to support critical paperwork that requires signatures and approval routing through in a timeline manner. Adobe sign is helpful, but not quite a workflow to see status of completion and points of back up.

Peoplesoft was originally designed for private industry and requires so many presets before we can get data that it slows our work productivity down. Moreover local campus administrators, directors and program coordinators still cannot see the names associated with budget payments. By the end of the fiscal year when we are required to report to the state, we cannot correct any mistakes in payroll because we cannot actively track our budget as it lack transparency. Outlook 365 also needs a way to turn off external and internal out-of-office automatic messages separately. Currently, one can only enable both internal and external messages simultaneously.

Responses to students. Older students who have previous accounts with Peralta do not get a welcome email with their student ID number like brand new students. 2) students who fall into the out of state category, do not know it until they see their bill after they have registered for classes. 3) the questions asked in CCC Apply (15 or 20 check boxes) such as, what services do you need, don't actually connect the student with the services. 4) the creation of password does not work, students always have to hit forgot password when creating email, they never received one in the first place. I recommend IT go through the process of enrollment with 3 to 5 students so that they can see each and every issue that arises with the technology. From application to enrolling in classes. I'm sure there are issues on the front and back in.

The biggest issue is not necessarily with the technology itself, but all Peralta forms should be fillable pdf, and/or and we should have a system for online submission of all forms. Although I marked that I'm overall satisfied with classroom technology, sometimes the pieces don't work (like using the projectors wirelessly in certain rooms).

1. a SINGLE sign in and SINGLE Dashboard to get to the MULTIPLE systems that require my work 2. Default settings on anything that is date dependent which updates the date to the CURRENT date and not something in the seventies or requiring a selection with DECADES of data (make that an option and NOT default); 3) Set up a REGULAR committee of shared governance that mutually informs and guides IT and constituent practices and expectations rather than simply INFO dumps in leadership meetings; 4. Work out with HR a more comprehensive access package for Managers and stop with the piecemeal access. How do we know what we don't have if we don't have access?? 5. This is a very difficult and unfriendly way to collect feedback. Although IT is asking, this format says IT really doesn't want to know.

Data sharing for remote work during the shutdown. The ability to fill out online forms and return to Administrative offices would be helpful. Currently, to change tax forms, and other personnel forms it is a challenge. There must be a way to fill out, save, and email a document back to Peralta staff.

Student Passport System- Retrieving passwords

travel

What processes in your daily work would you like to see automated or improved with the use of technology?

A frequently updated faculty/staff directory w/consistant info.

That's a silly question.

Student Passport & CCCApply

The only reason I am dissatisfied is because my loner computer did not work for what I needed it for zoom. The quality of the camera is not as clear as I would like it to be.

LARs, over time and comp time

updated laptops for faculty/staff

Switch to Google. 365 is a hot mess

N/A

Let's make epaf and oneperalta talk to each other. Currently they are independent, so the money for epafs don't encumber automatically.

CANVAS, Replies from the helpdesk to students

Faster systems - easier drill down in prompt

I would like IT to be more proactive to provide MultiFuction printer, scanner copier solutions that work efficiently for each department in need. The Laptops had too many updates during use. One person at Laney IT has all the passwords for my department and IT cannot help in a timely manner, but when that person gets around to it.

I would like to see an improve for students registering as I have students contact me frequently that would like to sign up at Peralta, but can't get through the system

Advanced student log-in system in the Fitness Center. Improved lock/unlock doors (replace door keys).

Would really like to see student enrollment process updated to ENROLL and ADD a class is really highlighted. Students say they have to search for thye enroll button when they are on their page. Do we not want them to enroll. Classes which are open entry/exit DO NOT HAVE ENROLLMENT cut off dates as they are positive attendance. Program should allow for this as again students who join mid semester are stymied.

issuing individual permission numbers is time-consuming

Fewer clicks in PeopleSoft to do things. More and easier reporting from PeopleSoft.

N/A

Getting outlook back on the first application page

Data entry validation on both out-of-the-box and custom pages in PS

N/A

Auto-awarding of degrees and certificates: students' progress toward degree/certificate completion should be easily accessible to them in Passport.

What processes in your daily work would you like to see automated or improved with the use of technology?

Intuitive budget access and review. Student Passport combined into the student portal so there aren't two sets of passwords, ID variations and locations for students to access.

Instructor login to roster, grade book, canvas

Well for my online classes, when someone signs up they should be automatically given information about how to get into canvas and my email and so forth

Student Passport: Student should be informed that an update is needed, update the CCC Apply before signing up with a Community College. Not have a student contact the Community College losing days sometimes to understand why a student can't fill out the application. Student's portal: Send out to students on how to install Office 365 for PC/Apple.

Passport is hard to navigate and not intuitive at all

Many processes that we need to improve for an automated process, my suggestion is to re-visit each area to identify the need to improve and implement a more automatic process and to make the system more efficient and accurate for employees and students.

paperless filing system.

all systems that we've been trained on with @ONE to be part of Laney availability; more teachers in each field offering tech help

Nothing - especially if I have to learn how to use it this semester.

Using an iPad is not seamless too many issues

More notification of requisition, budget transfer, etc. status

Our registration and grading apps are awful. Please improve!

I am satisfied with all.

Hard to say. I've been teaching online & off-site only for 5 years. All my communication with PCCD, Merritt & IT is remote.

OnePeralta: Add Req: sometimes budget checked goes away when submitting for approval; Approving Reqs: Should have vendor name/no. and show in budget string order, origin; One Peralta Excel results should show in budget string order.; ability for user to delete req

Make it easier for students to enroll in our classes! Make it easier to find which classes are open.

Formal software dedicated to Student Attendance tracking & input & Student Grade input.

Please, please, please automate the leave forms. Also, personnel actions should be connected to the budget, even better if the information flowed from the application to the personnel action. Timesheets need to be automated.

Custom built query

As faculty it would be fantastic if we did not have two completely separate online environments. If canvas and prompt could "talk to each other". It would make life much simpler.

Queries and workflow

What processes in your daily work would you like to see automated or improved with the use of technology?

Ease of use for student course registration/course drops. Students have a really hard time navigating this every semester.

Everyone is pretty much expected to use Microsoft Word, Excel, etc... but we never have any trainings for some advanced teaching. Any new software we get, we should be trained on.

HR functions within Peoplesoft that should be automated and automated correctly. e.g. salary changes

Helpdesk process is bewildering. I have no idea what to do with it. Maybe the techs and their administrators think it keeps things lined up but at least 2 of 3 time it is nearly meaningless.

I would like that anything that refers to sick leave, timesheets, LAR, evaluations is as easy access as the application in the Peralta Portal. Student Passport is difficult for the students to navigate.

The student educational plan tool is an embarrassment to Peralta and a danger to students. Student Educational Plans created in this tool are easily and quickly rendered incorrect. It is impossible to decipher a planned course from a course the students added on their own outside of the plan. SEP's created in this tool are no better, and in many ways worse, than manually writing one. The "requirements" tool is two years out of date. In Student Passport, students have no way to search for classes by requirement area or to evaluate their progress toward a goal.

Kurzweil should be offered to instructors so they can help students read books and write papers.

Appointment scheduling, all documents online, consistent trainings available for all staff.

Enrollment system needs improvement...it is very difficult for students to navigate.

real time course enrollment spreadsheets

Contracts, travel reimbursements

getting student help in a quick way. they call for IT help and have a 2-3 hour wait time.

Upgrades to peoplesoft that accounts for other coursework from different colleges

LAR should be all digital, not just e-sign. Integration between Peoplesoft and Hubspot for student and staff communication

I would like to see more training across all of our technologies. There are things we are not utilizing to their full capabilities. Part of the reason is because there is little to no training.

Replace back bone network cables and upgrade new network systems

What I have is adequate

I need a printer/scanner

Automatic degree completion awards, IGETC certificate, CSU certificate, automatic IGETC certification on transcripts.

more clear places on website for help

More training

What processes in your daily work would you like to see automated or improved with the use of technology?

AI Chat box with answering FAQ on all college and district websites, district wide contract for HubSpot CRM (Marketing & Sales) for all admissions related departments to use, Terra Dotta System single sign on (for international students)

billing processing invoices

Internet access and classroom technology

Application for the new and returning students

Dont know

anything that requires a printed out form should be available electronically with electronic signatures

better integration of Canvas with Starfish

Improvement of Passport

The screens are not user friendly. This can be corrected if IT were to conduct listening sessions to assess the problems users encounter.

LARS so that we can get information about how much leave an employee has and has taken in more closer real time;; linking our phone system to our email so we can more easily access our phone lines and voicemail in email, smarter directories that are linked to electronic information on current employees from HR; smoother automated enrollment process for uploading documents and clearing prereqs

LARs

The synchronization of employee and student data between PeopleSoft and Hubspot

Better handling of student issues- like logging into various systems. Need ONE set of credentials to login into Passport and Office 365 portal. Get Passport working on mobile platforms. Implement and adopt a room scheduling software to avoid classroom scheduling conflicts. Have a refresh plan for refreshing technology at the colleges. Provide budget for doing IT projects at the colleges. Have IT staff at the college centralized, rather than working in silos.

Bursar Payments for students, the college needs a refresh some computers have camera and others don't.

LAR

Employee and student data integration between PeopleSoft and Hubspot

Q10 - Please identify successful technology tools or strategies employed by the Peralta colleges that should be highlighted and/or used as model strategies.

Please identify successful technology tools or strategies employed by the Peralta Colleges that should be highlighted and/or used as a model strategy?

canvas

Zoom conferences

None - other colleges are way better organized and far more professional

by having one password for the log in, student passport and email. needs to be like that

NA

Canvas is an excellent tool, and students find it quite user-friendly.

mobile friendly apps that compatibility usage with canvas, student passport and student email.

bi Dashboard is improving - would like to see access for chairs to more student data and ability to run a query

User friendly applications with peoplesoft, one peralta, prompt and student passport. Communication is very important especially there are changes in technology. I think more training would helpful.

n/a

Most IT request are answered promptly but at times you do not know whom to ask.

Peralta Passport; Prompt, SARS

Canvas

The Help Desk Responsiveness is efficient and reliable. They respond back immediately!

it would be nice to have access to tablets for remote instruction

helpdesk ticketing system

So far, it has been helpful that we have workshops and classes for faculty and staff (summer EDT classes and Flex Day workshops) on how to use certain technology tools.

Online pedagogy training & drop-in office hours for DE coaches

Adobe Sign is a great addition.

Libraries share a system that is supported by the District. We should highlight this model which allows the district to leverage limited resources and provide students with a consistent experience

Please identify successful technology tools or strategies employed by the Peralta Colleges that should be highlighted and/or used as a model strategy?

Having an all encompassing solution similar to Canvas for class management.

m/s

CoA I.T. responsiveness and efficiency is outstanding...keep it up

one peralta

Max Voong is fabulous, helpful and patient

I think getting computers out to the students has been great.

IT Helpdesk

Continue with the training, and Canvas help!

I used like how the budget was set up before and you can see whole thing without having to download into excel. Sometimes you just want to get a glance at what the overall budget is. Also, they changed the order of the budget in Peralta one which was not necessary the budget code she be laid out the same way as it is in the ePAF system.

Our Media lab building F is great!

We counselors need to have desktop computers that have a camera and a microphone at our next computer refresh. We need to have access to programs like Acrobat Pro DC and be taught how to use them efficiently.

Work closely with IT personnel to update software

ePAF system sends a notification when the ePAF is complete/approved. Requisitions and PO's should have a similar feature. We should be able to communicate in PROMT as opposed to using email.

Shifting from locally managed application server hardware and software to cloud subscription services.

Please buy a distrit wide side license for Respondus 1.4, not the proctoring software but the software to convert MS Word documents to QTI files and import them into your Canvas shell.

1. The constant DE training. 2. The instructor resources on Canvas.

The Apps in my Outlook is really successful. Being able to use one click to access Promt, ePAF, Teams etc is quick and easy.

Moving the W drive online; providing the Adobe suite to instructors (certain aspects should also be provided to students - especially e-sign)

Our College Athletic Programs have shown to be creating exemplary results in all four colleges compared with the regular student community. Model some of the successes into the regular student body as well.

Help Desk is the most successful aspect of Peralta Colleges.

BCC Chromebook form and verification process, BCC Building Access form and deny/approve process in flow. I will caution while these are good examples there are strong tools available to automate, Because these systems don't integrate with people soft

Please identify successful technology tools or strategies employed by the Peralta Colleges that should be highlighted and/or used as a model strategy?

Helpdesk System

All rooms with computers/projectors was helpful. Tech people have been very knowledgeable and responsive both in the classroom and now online.

fair allocation of professional zoom account for class meetings over 40 minutes limitations

newer PC or laptop

don't know

Not sure

Adobe Sign and VPN access are great tools to be utilized during this difficult period when remote access operation is required

I think everything is getting better. I do not like the email system, outlook. It is cumbersome and the nesting of emails causes information to be lost and buried. Finally, I have had questions about Canvas apps, and such and there is no answer except, "oh that's nice, I never heard of that one". There should be up-to-date information on these things before they are put out there for everyone to use. There should be on-going workshops on excel that are videod so that we can access them if we can't make the meetings. By the way, tech locally has been getting better and better. So I commend the district and college on that, and response times are much quicker than in the past.

Translation to Canvas was the best

The online workshops/classes offered by our own faculty

Making forms fillable, offering EDT courses late start

The storage of training information on the Faculty Resource Page for teaching online.

Canvas has been really easy to use.

I like to learn about Microsoft team.

I'm not sure I understand this question. Canvas?

canvas

Canvas

helpdesk

canvas integration is pretty good

The Portal is a good, well organized platform that makes accessing necessary applications very easy.

Use of Zoom as a remote desktop support tool

One Peralta is very successful, however, the training for Adobe Signs was very limited and doesn't let us know everything we need to be successful.

Please identify successful technology tools or strategies employed by the Peralta Colleges that should be highlighted and/or used as a model strategy?

basic technology so all understand it because not all people are good with understanding computer software

Microsoft Bookings, Teams, Adobe Sign

Can't say.

n/a

Office 365

Online teacher preparation trainings

use of office tools.

The Distance Learning Course over the summer to prepare for the Fall Semester

Love the Portal - centralized access

Bring back Starfish, and if someone actually followed up on faculty 'flags', more faculty would use it!

The way a helpdesk ticket goes to all of the IT people for review and response

decent access to computers

Office 365 portal is good.

Drop-in hours and/or links to recorded sessions for specific technology (e.g., Camstasia)

We have access to a great suite of apps. Stream, 365, FindTime.

BCC IT dept is great at supporting us, getting back to us, and very knowledgeable about everything. The Peralta IT dept is good at letting us know when there are problems and when maintenance will be done. The apps are kept up to date well.

1. Help Desk ticket tracking. 2. Division of IT resources and standardization at the campus level.

Canvas

Help Desk is outstanding! They respond right away and fix things immediately. Communication with them is excellent. They have made such a difference to my being successful.

we are using the same tools - the same issues persist

Smart Classrooms

Tech training

Power BI, Office 365 development applications

Please identify successful technology tools or strategies employed by the Peralta Colleges that should be highlighted and/or used as a model strategy?

Admissions & Records helpdesk system

None.

Having free access to microsoft tools is great (would be nice to have adobe products too, especially photoshop and spark)

Adobe Sign

all students and teachers should take a canvas class- there should be template for different dept or catagories of education like hybrid cte etc.

The IT staff at BCC are the best! They are responsive, friendly, and always try to help.

Laney's College Canvas Remote Coaching Efforts are awesome for Faculty

There are none

Email is working well for me.

The IT staff for faculty support it AWESOME! The IT staff should be highlighted and applauded!

None

Canvas works well for instruction. Microsoft Teams works well for sharing.

GradGuru is a very helpful app at CoA!

help desk ticket is good that questions are emailed back so you can track the progress or lack of process on an issue.

Canvas, Peoplesoft, and Prompt

Staying up to date on the technology as this is an educational institution, removing outdated information to other locations

N/A

Having well trained faculty DE coordinators at each college is essential; each should be expanded into a full-time job

help desk, contract upload

Chromebooks for students

Some of the people who have been selected/volunteered themselves to help others should be good at what they are coaching or teaching.

microsoft teams for instant messaging and video chats

I received an excellent extended training through the district in online equity. I'm looking forward to more trainings for online teaching!

I would like to see smart boards in all classrooms

Please identify successful technology tools or strategies employed by the Peralta Colleges that should be highlighted and/or used as a model strategy?

n/a

Was really hard to concentrate on the wonderful but thorough (complex) classes offered to us for Canvas, while we were still teaching a summer class and now that's asked of us again in October. My eagerness is there, I really like the platform but being disabled myself I simply need more time to "Pass" one of those classes. I have already taught at least two semesters of Moodle and now my third semester of Canvas with full classes - I seem to simply have difficulty doing both at the same time and in that format. As I say, I'm totally supportive but a bit discouraged that it's required to "Pass" that when I've already been teaching it and have also 17 years of teaching experience under my belt - encouraged but also discouraged. Thank you for the great teachers by the way Diane and Jennifer

N/A

Alma

The technology department at Laney college with director Rupinder Bathia, has been the most helpful and useful department. Everytime I have asked them for help they have been right on it and have been quick and efficient. .

To be honest, our District IT is far from being considered for "model strategies." The IT website does not have updated information or a list of current employees. There are little to no technology training videos, instructions, etc. for students or faculty. There is no live phone support for students or faculty.

People getting together in small groups to yak

Multipurpose IT people on campus-knowledge of AV/presentation, streaming, DL tech as well as computers/microsoft/network

Help Desk remains extremely responsive which I assume is a combination of having effective personnel and adequate staffing--more of both would be nice...

Collaborative model of PCCD libraries with district support for shared library system with integrated SSO login, database remote authentication system, integrated SSO and as much as possible content resources

Early alert systems are critical for the support of students and to identify areas of needs earlier in a student's journey.

In addition to technology trainings, there should be more frequent surveys like this one to assess employees' usage experience.

Salesforce for student case management.

When Laney went wireless several years ago it was a huge improvement, and it works quite well in my experience.

I LOVE IT's customer service "manners" and think we can all learn from that attitude. The new helpdesk App in the portal is good but we forget that training and messaging must be iterative. Many many people simply didn't get the message. Maybe cartoons in all the newsletters?

The Chromebook lending program is an important strategy to assist students and staff.

N/A

requisitions

Printing technology

N/A

Please identify successful technology tools or strategies employed by the Peralta Colleges that should be highlighted and/or used as a model strategy?

The quick response from IT is awesome.

helpdesk

N/A

CISCO VCN

The Outlook 365 has become more convoluted, though it may be helpful for some. The Cisco phones are cute, but they don't work like they used to when it was first up and running (directory, they don't work, the buttons don't work). The SmartClass rooms have issues, out of focus, ports not working, podiums too big for some classrooms.

other colleges seem more efficient and user friendly registration options

Poor technology in the gymnasium and fitness center.

Getting to Faculty Page is easier-thanks

Transition from Moodle to Canvas was fairly smooth. Love (finally) having Adobe Sign.

Help Desk responsiveness and mostly well trained and professional staff

None; but I would like to suggest IT to have a QA team to do better job on quality assurance of PS Enterprise system.

N/A

Sorry; this is an area where Peralta really struggles compared to other districts. See Coastline Community College for examples of student transcripts that include a list of the IGETC and CSU General Education categories the student has completed. See DegreeWorks for an example of education planning software that works well for students and counselors.

Prompt faculty center works well.

None

How we onboarded canvas was great. Students signing up is a big hassle tried it numerous time. Don't like it and it is too long

The training secessions/DE support are all very helpful.

If Amazon can have a one click sales interface why not a two or three click Passport enroll interface

some systems could be good if the approvers would do their part in a timely manner

The @ONE training

Nothing - I use technology I purchased on my own.

Our Canvas instance is great! And so is our Help Desk, which is truly helpful.

Please identify successful technology tools or strategies employed by the Peralta Colleges that should be highlighted and/or used as a model strategy?

Can't think of any

The Peralta Portal and the helpdesk make it easier to get work done because everything is in one place.

Computer refresh. Glad school now had continuous access to Adobe Illustrator & Photoshop. Zoom options are very good.

NOT Adobe Sign, that's an example of what to avoid

The Helpdesk is a good tool and has improved customer support and satisfaction a great deal.

The way Microsoft teams is employed in some committees is fantastic. The BCC round table committee is a great example.

The challenge here is that there are plenty of tools but a lack of training/central vision to deploy them usefully.

CTS

The techs that work at our elbows are great.

I like how all the applications are incorporated into the Peralta portal.

The single sign on portal that contains many of the frequently used apps

Kurzweil 3000

Adobe sign,

The help desk system works great!

canvas, help desk tickets,

Job aids

None

Microsoft Teams an Planner have helped with task tracking. Hubspot much better than GovDelivery for email.

Help desk ticket system.

IT has been very quick in their responses and resolving problems.

Good condition in computers, good rooms

Live Chats, online appointment booking, Zoom

na

Prompt

Please identify successful technology tools or strategies employed by the Peralta Colleges that should be highlighted and/or used as a model strategy?

Dont know

POST scheduling tool

great responsive help desk for employees; good financial management system, good hardware for employees

Not Sure

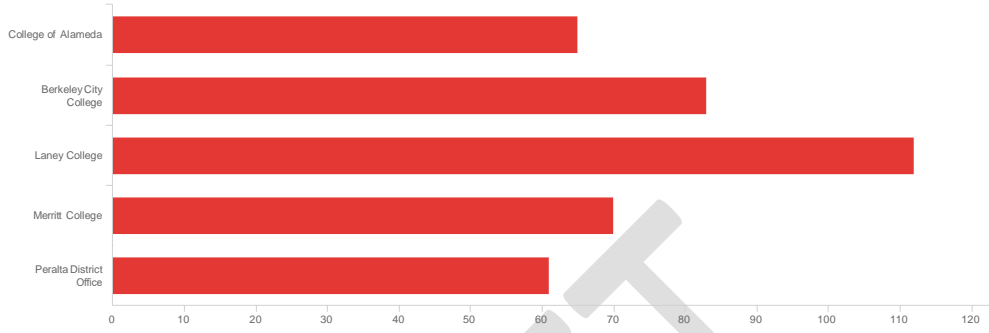
Many have started using Microsoft Teams and Planner for project and task tracking and communication and that's working out well I think.

Helpdesk operations for staff and faculty are good. Need a similar model for students so that they are not asked to go from one department to the other.

The fact that all employees have access to a broad range of Microsoft Office tools like Planner and Teams is great

DRAFT

Q13 - What is your primary location?

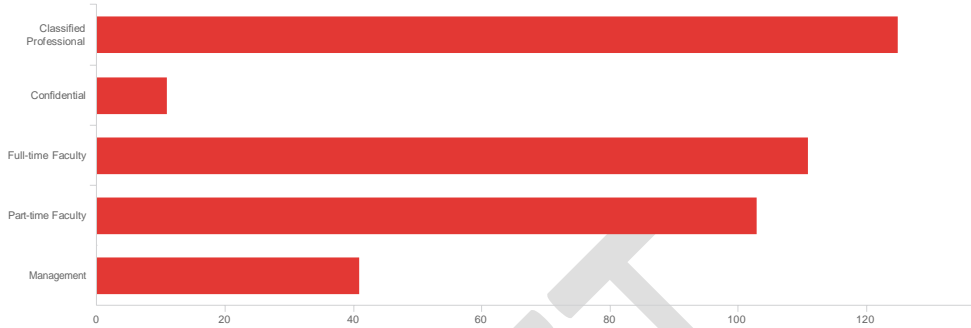


#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your primary location?	1.00	5.00	2.95	1.30	1.68	391

#	Field	Choice Count
1	College of Alameda	16.62% 65
2	Berkeley City College	21.23% 83
3	Laney College	28.64% 112
4	Merritt College	17.90% 70
5	Peralta District Office	15.60% 61
		391

Showing rows 1 - 6 of 6

Q14 - What is your primary employee grouping?



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	What is your primary employee grouping?	1.00	5.00	2.81	1.40	1.95	391

#	Field	Choice Count
1	Classified Professional	31.97% 125
2	Confidential	2.81% 11
3	Full-time Faculty	28.39% 111
4	Part-time Faculty	26.34% 103
5	Management	10.49% 4

End of Report

APPENDIX D

Peralta Community College District Prioritized Technology Requests Rubric

Category	2 - High	1 - Medium	0- Low, Not Applicable (N/A)
Direct Impact/Benefit to Students	Items have a direct impact on student access, equity and success	Items have an indirect impact on student access, equity and success	Items do not have an impact on student access, equity and success
Health, Safety, Security	Items are required for the health, safety, or security of students and staff	Items are not required for the health safety, and security of students and staff but would enhance the health, safety, and security of students and staff	Items are not required for the health, safety, and security of students and staff
Instructional and Programmatic Impact	Items are an integral part of the curriculum or function of the department, program, or unit	Items are a somewhat important part of the curriculum or function of the department, program, or unit	Items are not an important part of the curriculum or function of the department, program, or unit
Urgency of Need	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted	New item would necessarily enhance instruction or the program and/or existing items are expected to become obsolete or unusable before the next funding period/opportunity for purchase.	New items would possibly enhance instruction or the program or have minimal impact. Existing items are relatively new



APPENDIX E

PERALTA COMMUNITY COLLEGE DISTRICT Information Technology Prioritized Request List Information Technology Department

RATING FORM: Tech Requests

NAME OF COMMITTEE MEMBER:

ASSESSMENT RATINGS: 1 = High 2 = Medium 3 = None/Low

REQUEST NUMBER	DEPARTMENT	TITLE	DESCRIPTION OF REQUEST	TOTAL COST (EST.)	TOTAL SCORES	COMMENTS	NOTE	TMP Initiative
1	IT Network Services and Telecom	Voice Disaster Recovery and Config back-up 5 year	Voice systems cloud backup and disaster recovery, 5 years support	\$ 40,000.00	1	Business continuity	Back up configuration for all core voice servers, the voice gateways at each site, the analog devices, the core switches and the access switches. It will relay all backups to the cloud for resilient storage.	C.2.a.3
2	IT Network Services and Telecom	Install classroom emergency phones at Aviation, 860 Atlantic, COA and Merritt	Configuration, cabling, installation (equipment already available). 275 Emergency Responder licenses. Sites: Aviation, 860 Atlantic, COA, Merritt. Phone Install. 5 Year software subscription, and SMARTnet	\$ 102,144.00	1	Health, safety and security	We have the phones; cable install; config; 5-year licensing, software, and support	C.1.d.1
3	IT Network Services and Telecom	Informacast; Broadcasting, 5 years of licensing and support. Fresh install and config. of server.	Purchase licenses for InformaCast, which allows broadcast paging over the Cisco phones and a digital notification on the display; system configuration to complete deployment of the product. 5 years licensing and support	\$ 133,750.00	2	Health, safety and security	Emergency broadcast messaging over Cisco phones. Licensing, configuration and 5 years support.	C.1.d.2
4	IT Network Services and Telecom	Cell signal boosters at Merritt College	Improve T-Mobile and Verizon cell phone coverage in buildings and outdoor spaces	\$ 500,000.00	2	Health, safety and security	DGS project	C.1.d.3
5	IT Network Services and Telecom	Cell signal boosters at Laney College	Improve cell phone coverage in Tower Building basement and breezeways	\$ 100,000.00	2	Health, safety and security	DGS project	C.1.d.3
6	IT Network Services and Telecom	Cell signal booster at BCC	Improve cell phone coverage in BCC basement and other locations	\$ 100,000.00	2	Health, safety and security	DGS project	C.1.d.3

REQUEST NUMBER	DEPARTMENT	TITLE	DESCRIPTION OF REQUEST	TOTAL COST (EST.)	TOTAL SCORES	COMMENTS	NOTE	TMP Initiative
7	IT Network Services and Telecom	Security Camera Infrastructure Refresh	Security Camera Infrastructure Refresh 73 switches, 9300, 24 port, + patch cables and optics. 1 hour UPS vs 2 hour UPS. (ave. 9 Cams per switch)	\$ 1,908,112.00	1	Health, safety and security	Replace 73 existing security camera network switches. Consolidate with existing core/IPsec network. Includes 5 years support	C.1.d.4
8	IT Network Services and Telecom	Security camera WAN move	Move all security cameras from current AT&T Gigaman circuits to 10G Cenic circuits	\$ 68,000.00	1	Health, safety and security; cost savings; redundancy	Implementation. Cost savings of \$45,000+ a month. Provides redundancy - 2 Cenic circuits at each location.	C.1.d.4
9	IT Network Services and Telecom	District-wide Active Directory migration	Create a new AD profile on all computers at district-wide in preparation for Single Sign On	\$ 400,000.00	1	Network Identity Authorization		A.1.a.6
10	IT Network Services and Telecom	FirePower & F5 Redundancy Proposal	FirePower & F5 Redundancy Proposal - 5 Year	\$ 64,054.00	2	Network security	Install redundant firewall and loadbalancer to provide reliable access to Peoplesoft production environment	C.2.b.1
11	IT Network Services and Telecom	FirePower IPS solution	IPS & Firewall, licenses, 5 yr subscription (No Malware)	\$ 220,000.00	1	Network security	Improve network security on existing district wide firepower appliances with following additional security feature: Add malware protection license Add URL protection license	C.2.b.1
12	IT Network Services and Telecom	One additional FirePower firewall for 3 Satellite sites 5 Yr	One additional FirePower firewall for 3 Satellite sites (Aviation, 860 Atlantic & Center Tunnel) - 5 Year	\$ 38,845.00	1	Network security	Install redundant firewall to provide reliable security infrastructure	C.2.b.1
13	IT Network Services and Telecom	Certificate-Based Authorization for VPN	*There may be additional hardware costs	\$ 48,600.00	1	Network security	Install new vpn appliance to provide reliable remote access to network infrastructures.	C.2.b.1
14	IT Network Services and Telecom	FirePower Mgt Console Proposal	FirePower Mgt Console Proposal - 5 Year subscription and SMARTnet.	\$ 346,553.00	2	Network security	Must have FMC subscription support for district and campuses firepower security appliances.	C.2.b.1

REQUEST NUMBER	DEPARTMENT	TITLE	DESCRIPTION OF REQUEST	TOTAL COST (EST.)	TOTAL SCORES	COMMENTS	NOTE	TMP Initiative
15	IT Network Services and Telecom	Neustar DNS Proposal	Neustar DNS - 5 Year	\$ 64,500.00	1	Network security	Provide secure DNS infrastructure, improve network security, minimize the impact of network denial of services.	C.2.b.1
16	IT Network Services and Telecom	Peralta ISE	Access and security for remote users	\$ 42,814.00	2	Network security	Provide network identity service infrastructure to secure wired/wireless/remote access to district wide networks. Install Cisco ISE Appliances.	C.2.b.1
17	IT Network Services and Telecom	BCC Network Infrastructure Upgrade	Berkeley Community College. Complete Network Refresh, Data Center, Core, IDFs / MDFs, Wireless, Cat 6 Cabling, Replace All fiber multi-mode cabling with new single-mode fiber. 5 Year software subscription, and SMARTnet	\$ 1,275,300.00	1	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.	Refresh existing cores, switches, wireless AP with district wide unify network infrastructure including: Replace existing Enterasys switches Replace existing Arista cores Replace Cisco access switches - end of life Replace Aruba controllers and wireless AP Install single mode fibers	C.1.b.2
18	IT Network Services and Telecom	DO Network Infrastructure Upgrade and WLAN Refresh	Peralta DO Network Infrastructure Upgrade, and WLAN Refresh for DO - 5 Year	\$ 1,742,424.00	1	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.	Replace Data Center Arista Cores Replace Enterasys switches in all IDF/MDF Replace data center Top of Rack switches (EOL) Replace Aruba Controllers and Wireless AP Install new single mode fiber infrastructure	C.1.b.2
19	IT Network Services and Telecom	Laney WLAN installation and cabling	Laney WLAN installation (and cabling) - 5 Year software subscription, and SMARTnet	\$ 1,214,000.00	1	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.	Replace existing Arohive wireless controller and wireless APs.	C.1.b.2
20	IT Network Services and Telecom	860 Atlantic refresh	Replace/upgrade 23 network switches at 860 Atlantic	\$ 431,220.00	2	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.	Replace Existing Cores. Replace Existing switches	C.1.b.2
21	IT Network Services and Telecom	Merritt Science Building network refresh	Replace 52 network switches and 46 wireless access points with Cisco equipment.	\$ 1,020,484.00	2	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.	Replace Arista distribution switches Replace Enterasys switches Replace Aruba wireless controllers and wireless AP	C.1.b.2

REQUEST NUMBER	DEPARTMENT	TITLE	DESCRIPTION OF REQUEST	TOTAL COST (EST.)	TOTAL SCORES	COMMENTS	NOTE	TMP Initiative
22	IT Network Services and Telecom	Voice Infrastructure Refresh 5 year	Cisco UCM upgrade from 10.5 to 12.x 5-year software subscription and SMARTnet	\$ 332,761.00	1	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.	Upgrade Call Manager, Unity voicemail and Cisco Emergency Responder from 10.5 to 12.X; 5-year licensing, software, and support; includes moving from vSphere 5.5 to 6.5	C.1.b.2
23	IT Network Services and Telecom	Voice Gateways Refresh 5 year	Replace 4 EOL Gateways, 5-year software subscription and SMARTnet	\$ 222,965.00	1	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.	Replace 4 EOL Cisco 3925 voice gateways with 4 Cisco ISR4431; 5-year licensing, software, and support	C.1.b.2
24	IT Network Services and Telecom	All Campuses, Spare switches	All Campuses, Spare switches: 1) DO Office; 2) Laney & COA; 3) Merritt; 4) BCC	\$ 275,544.00	2	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.	Provide standby network switch for emergency replacement.	C.1.b.2
25	IT Network Services and Telecom	District-wide Virtual Machine upgrade	Upgrade VMware server and storage district-wide	\$ 500,000.00	2	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.		C.1.b.2
26	IT Network Services and Telecom	Replace switches at Radio Station - District Office	Replace switches at Peralta TV/radio	\$ 36,000.00	2	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.	Replace Enterasys switches	C.1.b.2
27	IT Network Services and Telecom	District computer and laptop refresh	Replace District desktops, laptops and printers	\$ 705,000.00	2	New item is required for instruction or the program and/or existing items to replace are obsolete or unusable due to age or have been depleted.		C.1.b.1
28	IT Network Services and Telecom	SolarWinds remote desktop support	Allows IT technicians to connect to a remote desktop to troubleshoot issues with users	\$ 25,000.00	2	Service improvement and increased efficiency		C.2.b.1
29	IT Network Services and Telecom	SMARTnet	SMARTnet - 5 Year software subscription on core components	\$ 400,000.00	1	Support operations; business continuity	Must have smartnet support for district and campuses cores, voip gateway, routers, and core switches.	C.1.b.2

REQUEST NUMBER	DEPARTMENT	TITLE	DESCRIPTION OF REQUEST	TOTAL COST (EST.)	TOTAL SCORES	COMMENTS	NOTE	TMP Initiative
30	IT Network Services and Telecom	UC Manager Licensing - 50 licenses	UC Licensing. 5 Year software subscription, and SMARTnet.	\$ 16,370.00	2	Support operations; business continuity	Software licenses for new faculty and staff phones - future growth	C.2.b.1
			TOTAL COST (Estimate):	\$ 12,358,070.00				

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