

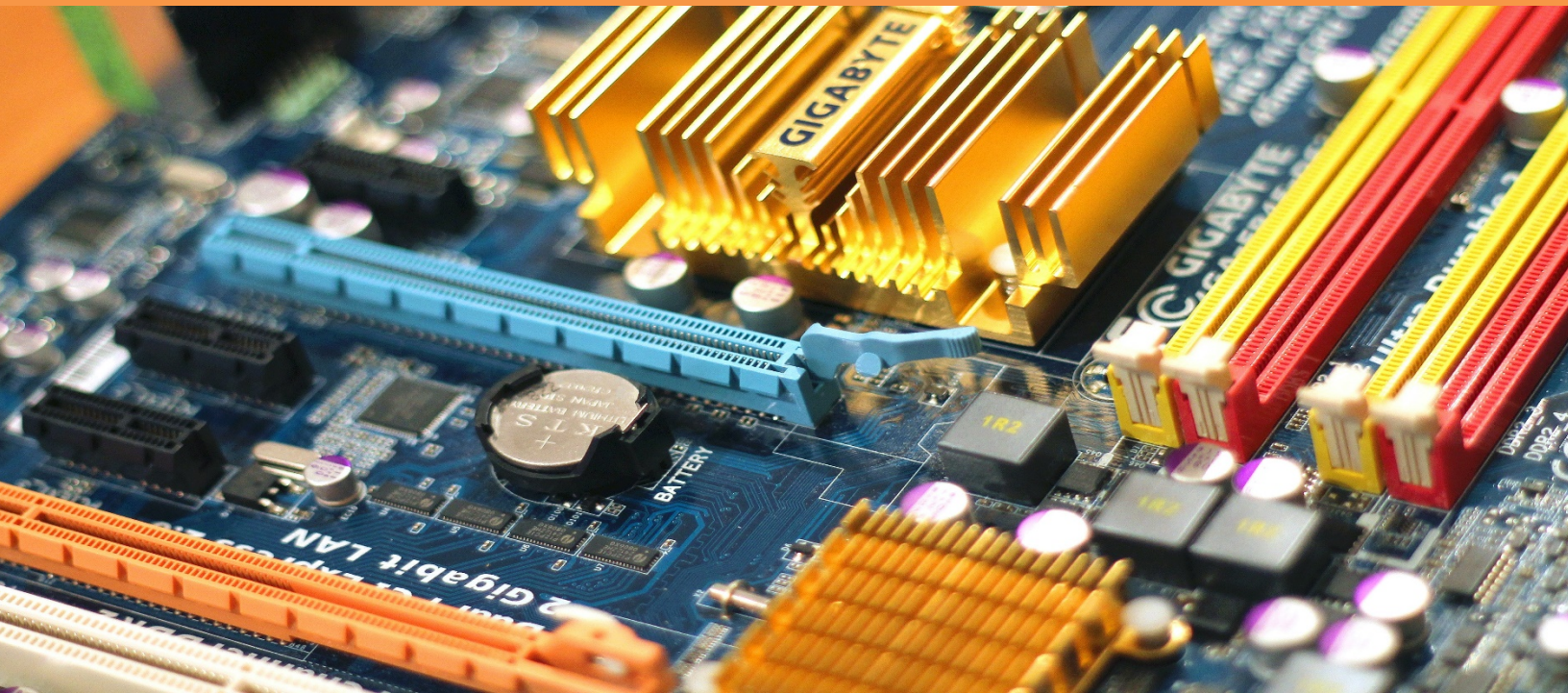
**VENTURA  
COLLEGE**

# **Technology Master Plan**

**2023 - 2028**







## Introduction

In the 21st century, technology infrastructure is a cornerstone to any college's work. Certainly, that is true for Ventura College, which is why we are proud of this comprehensive Technology Master Plan (TMP). The TMP outlines our plans for the next five years of technological support to Ventura College's programs and services. It is a product of the collective wisdom and input from stakeholders throughout our campus and community. The five-year plan aligns with our Educational Master Plan, ensuring that our technology goals align with those of the college overall.

Consistent throughout this document, you will see that placing students at the center of everything we do is our core focus. That is why the TMP focuses primarily on achieving student success through access and availability to technology resources as well as providing effective and functional technology in our classrooms, labs, and wireless networks across campus. These objectives are essential to Ventura College's efforts to provide a modern and state-of-the-art learning environment for current and future students.

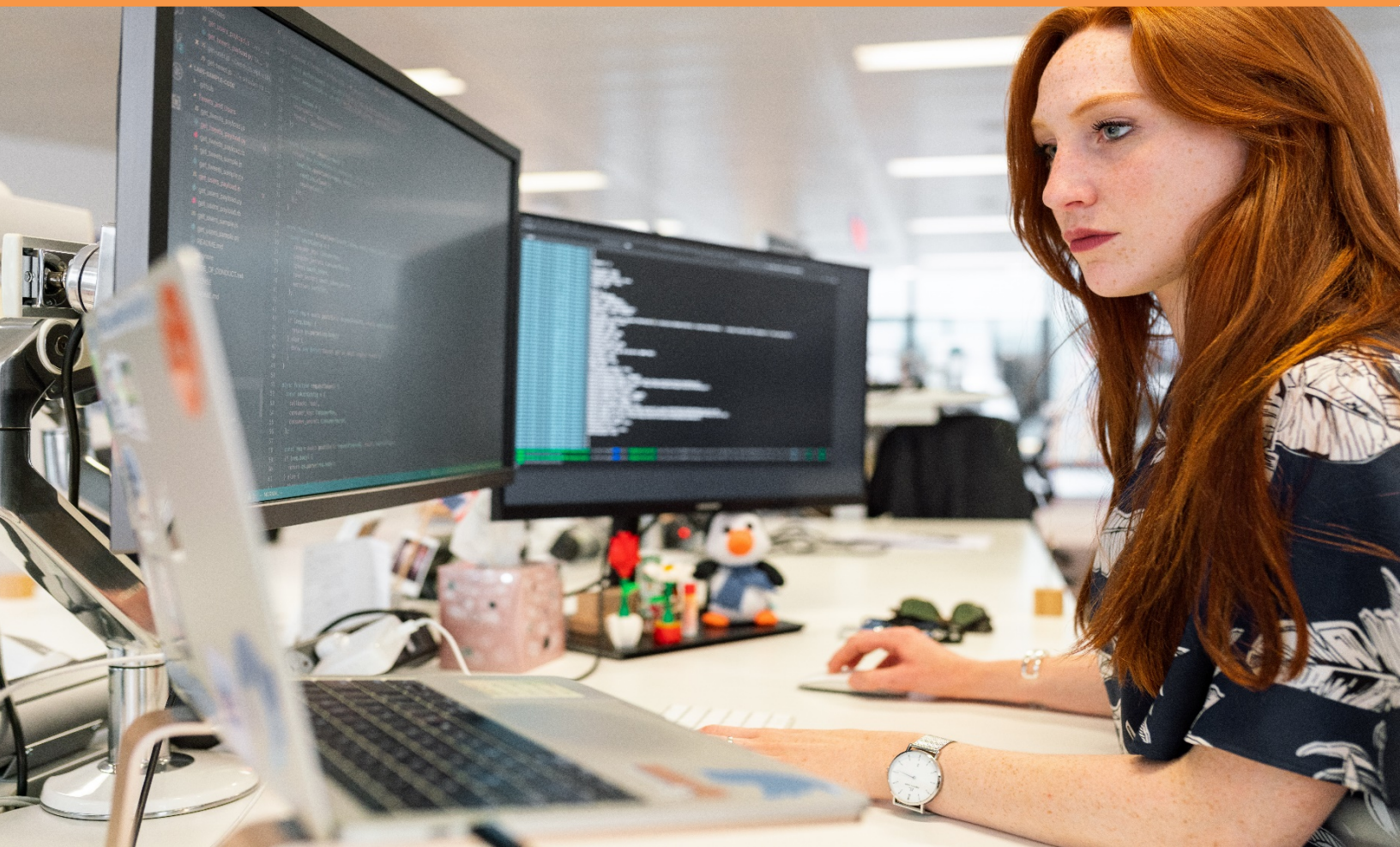
We look forward to implementing this plan in the next five years. Technology continues to change exponentially and we intend to continue doing the same so that our students can benefit and thrive.

## Purpose

As an important component of integrated planning, the Technology Master Plan (TMP) is linked and responsive to the Educational Master Plan (EMP). Ventura College will use the TMP in working to fulfill the College's Mission, Vision, and Guiding Principles through a technological lens, and to accomplish the Goals identified in the Educational Master Plan.







## **Mission**

Ventura College places students at the center of their learning experience, supporting them in achieving their personal, academic, and career goals in an anti-racist, liberating, and inclusive environment. The College is an open access educational institution that supports our diverse community helping them transform their own lives by offering degrees, certificates, transfer, and workforce preparation opportunities.

## **Vision**

Ventura College will be a beacon of learning—a source of inspiration and guidance—for our students and community.

## **Guiding Principles**

At Ventura College we believe that students come first and all else follows. We strive to create a campus environment that fosters collaboration,

communication, and mutual respect. We are committed to these Guiding Principles in all that we do:

- 1) Embrace the strength of diversity
- 2) Listen with intensity and compassion
- 3) Communicate with integrity and patience
- 4) Design student-centered solutions
- 5) Spark self-confidence and a sense of discovery
- 6) Pursue our vision and goals with passion

Ventura College will be a model of state-of-the art education and training in the diverse communities we serve. We will foster the highest level of student success, advocate for a just and inclusive society, and be a valued community partner.



A master plan is only useful if people refer to it, act upon it, and update it when necessary. **This document is intentionally lean to encourage its use in technology-related decision-making and action across the campus.**



## Overview of Our Technology Master Plan Development

This Technology Master Plan represents a collaboration among stakeholders across campus and in the surrounding community. The local IT department at Ventura College asked the Office of Institutional Effectiveness (IE) to initiate two campus surveys, one for students and one for employees, to gather information on the performance of technologies on campus, what campus technology works well, and what campus technology needs improvements.

Following a review of findings from these surveys, a list of priorities that support the EMP goals was developed. After the first draft was completed, it will be distributed through three committees/advisory groups for review and input. The TMP will be presented to the Technology Advisory Group, College Planning and Budget Resource Councils. These groups will make suggestions and comments.



**In the planning of Ventura College's technological future, the following were assumed to be true:**

- The college will diligently strive to comply with technology accessibility requirements.
- Distance Education will continue to be an increasingly prominent mode of instructional delivery and student learning at Ventura College.
- The use of technology to strengthen and increase the college's retention and success of students will continue to be in great demand among instructional and student services personnel.
- The increased use of technology to promote student services will continue to be a priority of the institution.
- Technology will continue to be an important means to achieve student, employee, and organizational learning and effectiveness.
- The college will continue to actively pursue methods to further automate college processes, including curriculum management, enterprise resource planning, communications, and general technology support.
- The use of technology will continue to increase in all instructional areas including those that do not traditionally depend on such applications.
- Technology, both hardware and software, has limited effective lifespans, so technology infrastructure will require continuous maintenance and expansion.
- New technologies will require user training.
- Cyber security will be a vital investment in ensuring student and employee privacy and safety.
- Ventura College will continue to prioritize making hardware, software, and internet access available to students in support of their education.
- Modern technology is dynamic and in a continuous state of evolution.
- Continuous participatory input from the college community and external stakeholders must be solicited, evaluated, and incorporated into our technological strategies to promote student success.
- Maintaining existing technology and acquiring new technologies will require continuous investment of human and fiscal resources.
- Technology will be used to inform data-driven decisions.
- Instructional software and hardware for career education, science, and math-based classes will increase as a desired enhancement to deliver instruction and promote student learning.





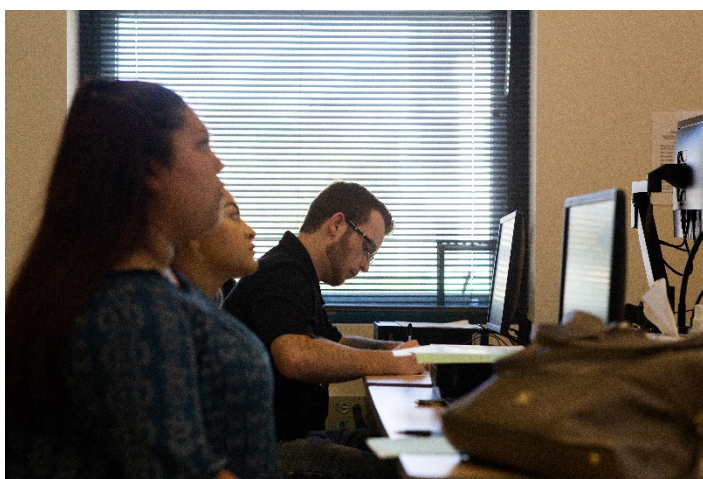


Under the five-year Educational Master Plan, four student-centric goals were identified. This TMP outlines these priorities as measurable goals and objectives to be achieved by the college over the course of those years.

These four goals are separate from our yearly technical refresh cycle for smart classroom gear and computer labs. For Hy-Flex classes, the college purchased numerous hy-flex AI cameras and microphones that can be setup upon request. Adding night and evening technical/hy-flex support will continue to be requested through the program review process.

### **Technology Priority Items**

1. Ensure all students, staff, and faculty have access to reliable Wi-Fi across campus buildings and grounds.
2. Ensure that all eligible students have access to required technology.
3. Continue to fine tune our new emergency notification system (ENS).
4. Help to build and support a 300 bed student housing complex.



### Objective One

Ensure all students, staff, and faculty have access to reliable Wi-Fi across campus buildings and grounds.

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#### Action Steps

- Work with Wi-Fi vendor to develop a heat map of our current Wi-Fi footprint. Gaps and dead spots should be identified, including East Campus.
- Work with the company to develop a plan.
- Based on this plan, start to purchase these upgrades by 2023. These purchases will take 5 years to complete.
- Begin implementation of these upgrades by Summer 2023.
- Explore the use of outside vendors for monitoring and updating our Wi-Fi network district wide. The two network engineers for the district are overwhelmed by the current demand in this area.

### Objective Three

Continue to fine tune our new emergency notification system (ENS). This system was finalized right before the pandemic. We have encountered software bugs and workflow issues as events have come up. We will continue to adjust our system and processes based on experience and user feedback.

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#### Action Steps

- Adjust mobile application triggers based on false positive events and user feedback.
- Develop a simple to use road map and protocol for emergency events on campus.
- Increase the participation and depth for our quarterly drills.
- Offer more ENS training events.

### Objective Two

Ensure that all eligible students have access to required technology. Ventura College will continue to make Chromebooks and internet hot spots available for check-out through the library system. This hardware will be refreshed on a five-year cycle to ensure maximized functionality for any class needs, including distance education.

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#### Action Steps

- Continue to pilot a Chromebook technical support office in the LRC.
- Hotspot service will continue to be paid for using CARES or other available money through Academic Year 2024
- Evaluate the use and add an appropriate number of Chromebooks and hotspots to be added to the campus Technology Refresh process.
- Based on the technical support pilot, determine if expansion of this program is needed or necessary.

### Objective Four

Help to build and support a 300 bed student housing complex. Work with M&O staff and Ventura College management to design and implement this new structure on campus.

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#### Action Steps

- Attend planning meetings with architects and other stakeholders.
- Determine the required technological footprint for this new student centric living space.
- Work with contractors to implement the technology that will be dedicated to this building.
- Determine the long term support expectations for this new 24x7 building on campus.
- Work with the executive team to increase technical support staff for this new structure without sacrificing the current technological support of the main campus and East campus.

