

GRCC Technology Strategic Plan Initiative Summary of Short Term Recommendations Report September 2004

Guiding Principles: Three guiding principles were consistently discussed and validated by the data gathering process:

- **We are All Advocates for Student Learning.**
- **All GRCC Stakeholders have a Responsibility to be Innovative and Involved in Decisions around Technology.**
- **GRCC Needs to Create a Process for Leaders and Stakeholders to Continue to Ask the Questions: “What’s next?” and “What are the possibilities?” to Enhance Learning.**

Key Concepts: There are seven (7) key concepts that consistently were discussed throughout the eleven-month process and need immediate attention by the college:
(no rank order)

1. Customer Service

- GRCC’s stakeholders (students, employees and the community) are requesting a higher level of customer service around technology.
- Create and implement a just in time support system for all stakeholders that is not crisis driven.
- Implement up to date tools for stakeholders learning of technology.
- Technology professionals (and leaders) need to view themselves as “teachers” of technology.
- Allocate/reallocate necessary staff resources to support customer service initiatives.

2. Accountability of Stakeholders to Learn Technology Students

- Students need expanded support and resources for learning technology.
- Collaboration with Enrollment Center and Library to create expanded student support.
- Continue to explore the expansion of the Student Technology Help Desk.
- Define a clear vision for the “Student of the Future” and work toward that vision.

Faculty and Staff

- Create job specific technology competencies and accountability.
- Define clearer expectations for faculty to use technology.
- Raider Learning System needs to clearly support technology learning. Learning must be easy to access and understand.
- Learning Management System key tool for faculty and staff.

3. Project Management/Communication Issues

- Create a campus wide project management system to support communication between all departments and create shared priority system.
- Create clear policies and procedures for stakeholders around accessing and implementing technology.

- This system will also help to create collaboration and clarity for technology professionals supporting stakeholders.

4. PeopleSoft and Blackboard

- GRCC in many cases is still implementing or redesigning the first implementation of key components of the Campus Wide Information System (CWIS)/PeopleSoft. Renewed emphasis must be placed on deploying functionality in the CWIS to increase the return on investment hoped for at conception.
- There is a need to redefine roles of Information Technology Staff and End Users.
- Implement a Project Management System to help redefine roles and grow campus wide knowledge.
- Changes are needed in the delivered functionality to create a more intuitive system for students.
- Acquire the resources and expertise to help realize the return on investment originally envisioned.
- Blackboard – Continue to grow use of Blackboard. Set policies and processes for collaboration and support of software within technology units.

5. Distance Learning and Instructional Support

- Classroom Technologies –Stability/reliability of technology key to success of plan to redesign classrooms. More students support also important to success.
- Classroom Support – Collaboration and support process development needed between all departments that support classroom technology. Critical need.
- Instructional Support – Create and implement clearer expectations for faculty to use technology. Relocate support for learning technology closer to faculty.
- Explore potential of expanding the GRCC Library services to support technology learning for all stakeholders.
- Expand knowledge of staff and/or resources to create programs above.
- Collaborate at academic department level to grow Distance Learning vision for GRCC.

6. Leadership

- *All* GRCC Leaders will be dreamers and implementers of technology to improve learning. Stronger communication needed between the: What can we do? and the How do we do it?
- Technology Leaders and Departments invest in shared priorities, and a collaborative, service first approach.

7. Reorganization of Technology Units/Shared Priorities

- Technology leaders, technology professionals and stakeholders voiced a need to have a collaborative structure and clarity of shared priorities between technology units.
- Create an Organizational Structure and necessary leadership that maximizes staff resources/costs to support GRCC's leading edge technology and is clearly connected to the college vision.

Other Issues and Key Resources Discussed During This Process:

- 1. ADA Compliance**
- 2. Budget Analysis**
- 3. Campus Portal and Web Redesign**
- 4. Dashboard for Technology Customer Service**
- 5. Environmental Scanning Database**
- 6. Knowledge Management System**
- 7. Learning Management System – Career Planning and Competency Management**
- 8. Reliability of Hardware and Software**

9. Stakeholder Review

10. Technology Standards