

Campus Technology Strategic Plan 2023-2026



San Bernardino
Valley College



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San Bernardino Valley College

San Bernardino Valley College (SBVC) is a comprehensive community college offering a full range of degrees, transfer programs to four-year institutions, and certificates in a wide range of careers. SBVC is an accredited regional leader in career and technical education with programs in computer and information technology, graphic arts, computer science, nursing, automotive, machine trades, welding, electrical, and dozens more. Weekend, online, evening, short-term, and distance-learning classes are available along with classes in Big Bear.

For more information, visit www.valleycollege.edu, follow campus news on Facebook and Twitter, or call (909) 384-4400. The college is located at 701 S. Mt. Vernon Avenue, San Bernardino, CA 92410.



Vision

San Bernardino Valley College provides innovative instructional programs and cohesive student services to support the educational goals of a culturally diverse community of learners by engaging in continuous improvement and actively working towards an antiracist culture to foster an environment of meaningful learning and belonging for our students, employees, and the community.

Mission

Through offering a variety of degrees, certificates, skill-building courses, and opportunities for personal and professional enrichment, San Bernardino Valley College strives to be the institution of choice for the region. Our inclusive culture, quality education, and comprehensive support services will create leaders dedicated to promoting social justice and community advocacy on a local and national level.



SBVC faces various challenges, including funding limitations, heightened competition, shifting demographics, rising constituent expectations, and the increasing demand for online educational services. Additionally, the institution faces the unique hurdle of underprepared students. Amidst these complexities, technology is at the forefront of change, demanding constant vigilance to remain relevant. In the fast-evolving landscape of higher education, SBVC is committed to adapting proactively. We must not only keep pace with emerging trends but also continue delivering high-quality education services to our current constituents. The core objective of SBVC's IT Strategic Planning effort is to transform these challenges into opportunities, ensuring our institution's future success and continued commitment to excellence.

Goals for Success (2023-2026)

The Campus Technology Strategic Plan outlines SBVC's technology roadmap. It encompasses specific goals aimed at guiding the institution toward its envisioned technological future. The plan also details the methodology behind goal development, including the introduction of supporting strategies. Furthermore, it highlights alignment with the Campus Strategic Master Plan and the District's Planning Imperatives, concluding with a comprehensive implementation plan for each goal and its associated strategy.

- Goal 1.** Provide exemplary technology resources and support while maintaining fiscal and environmental responsibility.
- Goal 2.** Establish a Secure and User-Centric Cybersecurity Environment
- Goal 3.** Encourage partnerships with businesses, other organizations, and the surrounding community.
- Goal 4.** Collaborate with the District on projects that are beneficial to all.
- Goal 5.** Work cooperatively through the Office of Professional Development to provide appropriate technology training.
- Goal 6.** Identify and meet accessibility standards set by Section 508.

The SBVC Campus Technology Strategic Plan

Purpose

The SBVC Technology Strategic Plan provides a comprehensive roadmap for utilizing technology to improve the overall performance of the institution. The three-year plan presents focused goals and supporting strategies that will move the institution closer to realizing its vision.

Process

This plan is built on a foundation of IT strategic planning that began at SBVC in 2001. Each plan has enabled SBVC to navigate the changing environment and successfully position itself for the future.

This plan has been modified regularly since its inception, and this particular version was revised and updated by the Technology Committee during the 2023-2024 academic year and finalized in the Spring of 2024. It will remain in place until June 2026; it will be revised as needed.

SBVC's Technology Committee is responsible for developing and maintaining the IT Strategic Plan. It is charged to explore and encourage innovation in the use of technology, including the support and training of faculty and staff in the use of technology for academic and management applications.

Technology Committee Members (2023-2024)

Sifuentes, Aldo (Co-Chair)	Director, Campus Technology Services
Hamdy, Rania (Co-Chair)	Professional Development Coordinator
Batalo, Mandi	Professor, Art
Bixler, Luke	Chief Technology Officer
Bojorquez, Ana	Assistive Technology Specialist, Disabled Students Program and Services
Chang, Andy	Director, Administrative Applications, District
Cruz, Alexander	Professor, Applied Technology
Feist, John	Technology Support Specialist II, Classified Senate
Flaa, Jonathan	Technology Support Specialist II, Campus Technology Services
Hastings, Ron	Director, Library and Learning Support Services
Jakpor, Riase	Professor, Political Science
Kappattil, Reshmi	Assistant Professor, Health Science/Nursing Program
Lamore, Joel	Professor, English
Lopez, Maria	Counselor, Adult Education
Robles, Roger	Director, District Technology Services
Rosales, Manuel	Technology Support Specialist II, Campus Technology Services
Underwood, Bruce	Instructor, Business/Accounting
Yearyean, Nathan	Technology Support Specialist II, Classified Senate
Yearyean, Sarah	Microbiology Lab Technician III

Technology Vision

Students, faculty, and staff will have universal access to the tools and resources of current and emerging technologies, and the expertise to use them effectively for the process of learning.

Technology Mission

The Technology Committee is the bridge that crosses the digital divide for students, faculty, and staff by providing and implementing a plan for universal access to technology.

Technology Guiding Principles

At SBVC, we hold the following principles in high regard:

- **Empowering Effective Training and Professional Development:** We prioritize providing comprehensive training and fostering professional development opportunities to ensure that our campus community is proficient in utilizing technology effectively.
- **Cultivating Technological Literacy:** Our commitment extends to nurturing technologically literate students, staff, and faculty who can navigate the digital landscape with confidence.
- **Leveraging Technology for Positive Impact:** We believe in harnessing technology to make a positive impact on our community, promoting connectivity and engagement.
- **Nurturing Community Partnerships:** We actively seek and embrace partnerships within our community to enhance our technological initiatives and foster mutual growth.
- **Championing Continuous Improvement:** Our approach is rooted in a culture of continuous improvement, where we continuously refine and enhance our technological strategies and services.
- **Exploring Emerging Technologies:** We are dedicated to exploring and adopting emerging technologies that have the potential to transform the educational experience and operations within our campus.
- **Setting Exemplary Standards:** We aspire to set the highest standards of support through District and Campus Technology Services, ensuring that our campus community receives exemplary assistance.
- **Promoting Cybersecurity Vigilance:** We instill a culture of cybersecurity vigilance across our campus, fostering awareness and responsibility for cybersecurity among all members of our community.
- **Meeting Campus Technological Needs:** Above all, we are committed to fulfilling the technological needs of our campus community, ensuring that technology serves as an enabler for their success.

Goals and Supporting Strategies

In 2023-2024, the Technology Committee revised the goals and the supporting strategies to reflect accomplishments and changing needs.



Goal 1. Provide exemplary technology resources and support services while maintaining fiscal and environmental responsibility.

Supportive Strategies

1.1 Strategic Process Development by CTS Director:

- The Director of Campus Technology Services (CTS) will formulate robust processes for assessing the technology requirements of students, faculty, staff, and administrators. The collected data will be seamlessly integrated into comprehensive technology planning initiatives.

1.2 Enforcement of Minimum Standards for Campus Technology:

- Implement and uphold standardized benchmarks for campus technology to ensure a consistent and reliable technology infrastructure that aligns with industry standards and best practices.

1.3 Dissemination of Emerging Technology Trends:

- Regularly disseminate updated information on emerging technology trends to the campus community, fostering awareness and understanding of the latest advancements in the technological landscape.

1.4 Continuous Enhancement of Web-Based Services:

- Commit to the ongoing development and enhancement of web-based services to ensure they remain current, user-friendly, and aligned with the evolving needs of the campus community.

1.5 Establishment of a Secure Yet Accessible Network:

- Provide an open, yet secure, network infrastructure that prioritizes both reliability and confidentiality. This network will facilitate dependable accessibility while safeguarding the confidentiality of sensitive information.

1.6 Provision of Adequate Expert Support Staff:

- Ensure an ample number of proficient support staff members to address the day-to-day and long-term technology needs of students, faculty, and staff on campus. This commitment aims to optimize user experience and foster a technologically supportive environment.

Goal 2. Establish a Secure and User-Centric Cybersecurity Environment

Supportive Strategies

2.1 Enhance Endpoint Security:

- Implement advanced endpoint protection measures to safeguard end-user devices against cyber threats.

2.2 User-Focused Security Training Program:

- Develop and deliver regular cybersecurity training sessions tailored to end-users, promoting awareness and best practices.

2.3 Implement Multi-Factor Authentication (MFA):

- Enforce MFA across systems and applications to enhance user account security.

2.4 Regularly Update Security Policies:

- Review and update security policies regularly, ensuring they align with industry best practices and evolving threats.

2.5 Establish Incident Response Guidelines:

- Develop clear and effective incident response guidelines to empower end-users to promptly report and respond to security incidents.

2.6 Promote Secure Online Practices:

- Provide guidelines and resources to promote secure online practices among end-users, covering areas such as password management and safe browsing habits.

2.7 Conduct Security Awareness Campaigns:

- Launch awareness campaigns to educate end-users about emerging cyber threats, phishing attacks, and social engineering tactics.

2.8 Secure Remote Work Practices:

- Provide guidance on secure remote work practices, including the use of virtual private networks (VPNs) and secure communication tools.

2.9 Facilitate Access to Cybersecurity Resources:

- Make cybersecurity resources easily accessible to end-users, including training materials, FAQs, and contact information for cybersecurity support.

Goal 3: Foster Collaborative Relationships with Businesses, Organizations, and the Community

Supporting Strategies:

3.1 Facilitate Technology-Driven Partnerships:

- Actively engage in the facilitation of technology-related collaborations with businesses, organizations, and agencies to enhance mutual benefits and advancements.

3.2 Promote Business-SBVC Student Connections:

- Participate in relevant activities and events that bridge the gap between local businesses and SBVC students, fostering meaningful connections and potential opportunities.

3.3 Cultivate Partnerships with Educational Institutions:

- Actively seek and support partnership opportunities with feeder schools, colleges, and universities, creating a network that enhances educational pathways and opportunities.

3.4 Leverage Vendor Relationships for Student Benefits:

- Collaborate with vendors to establish advantageous partnerships, ensuring that SBVC students have access to educational technology at discounted rates, thereby promoting affordability and accessibility.

Goal 4: Forge Strategic District Collaborations for Mutual Benefit

Supporting Strategies:

4.1 Strategic Alignment with District Technology:

- Engage in collaborative efforts with District Technology to discern, implement, and sustain technologies that cater to the needs of all users. This includes but is not limited to Learning Management Systems (LMS), email systems, SARS, Emergency notifications, and Website/CMS.

4.2 Advocate for District-Wide Best Practices:

- Actively champion initiatives that cultivate and promote district-wide best practices in technology, ensuring uniformity and efficiency across all entities.

4.3 Promote Technology Resource Awareness:

- Disseminate information within the campus community about the spectrum of available technology resources, fostering awareness and understanding.

4.4 Identify Cost-Saving Technologies with CHC and TESS:

- Collaborate with CHC and TESS to identify shared technologies that can yield cost savings for the district, thereby benefiting all stakeholders.



Goal 5: Foster Collaborative Technology Training via the Office of Professional Development

Supporting Strategies:

5.1 Offer Diverse Technology Training Opportunities:

- Facilitate a range of technology training opportunities for all SBVC personnel, employing varied delivery methods to cater to diverse learning preferences and styles.

5.2 Promote the Use of Technology in Teaching Spaces that Fosters Student Success:

- Support the creation of curriculum that equips our students for success in web-based and web-enhanced courses, ensuring their preparedness for evolving learning environments.

5.3 Deliver Individualized Technology Training:

- Provide personalized technology training for faculty and staff, recognizing and addressing unique learning needs and skill levels.

5.4 Facilitate Access to Conferences through Alternative Methods:

- Ensure access to conferences by exploring alternative methods when applicable, allowing faculty and staff to stay abreast of the latest developments and best practices in their respective fields.

Goal 6: Achieve full Section 8 Compliance, ensuring that the organization's information and communication technology is accessible to individuals with disabilities, promoting equal access and usability for all

Supporting Strategies:

6.1 Conduct Accessibility Audits and Assessments:

- Regularly evaluate the accessibility of Information and Communication Technology (ICT) used or provided by the organization, identifying areas that require improvement.

6.2 Enforce Accessibility Standards Across Institutional Websites:

- Uphold and enforce accessibility standards for all institutional websites to ensure alignment with Section 508 compliance.

6.3 Develop and Implement Accessibility policies and procedures:

- Establish clear and comprehensive policies and procedures for ensuring accessibility in the design, development, and procurement of ICT with the Professional Development Department.

6.4 Provide Accessibility Training:

- Offer training programs on the importance of accessibility and how to create and maintain accessible digital content and services

6.5 Offer Training in Accessibility Software Usage:

- Provide training in the use of accessibility software where necessary, empowering faculty and staff to effectively utilize tools that enhance accessibility.

6.6 Collaborate with the TESS Web Standards Committee:

- Work collaboratively with the TESS Web Standards Committee to guarantee the development and maintenance of accessible web-based systems throughout the institution.

6.7 Collaboration and Advocacy within Departments:

- Technology Department Director, Professional Development, and Student Accessibility Services (SAS) Alternate and Assistive Technology Specialist to advocate the needs, preferences, and challenges to improve accessibility.

6.8 Promote Accessibility Culture:

- Foster a culture within the organization to ensure 508 Standards is a core part of decision-making processes to ensure inclusivity.



