

**San Bernardino Community College District
District Strategic Planning Committee
Strategic Issues Subcommittee Report**

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Subcommittee Members: DyAnn, Glen, John, Larry

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Subcommittee Topics

1. Technology issues and trends related to education.

Highlights

1. Funding of IT will be a major challenge over the next several years. Institutions will be exploring ways to reduce costs via streamlining operations and technologies, exploring lower cost and/or free technologies (i.e. using free mail services such as gmail or live.edu for email rather than paying for Outlook).
2. Institutions will work to consolidate and streamline institutional data through Administrative/Enterprise Resource Planning (ERP) Systems. Such data will include student information, financial services, facilities, human resources, etc.
3. Institutions will need to evaluate and decide upon infrastructure technologies (i.e. traditional servers, virtual servers, cloud-based computing, or a combination thereof). Each set of technologies will present its own opportunities and challenges for data security, cost effectiveness, and disaster recovery/continuity of operations.
4. Institutions will continue to explore ways to minimize their technology carbon footprint and find ways to conserve energy.
5. Social networking will continue to grow as a major means of communication and interaction in learning environments.
6. Security of data is in the top 10 list of every major source reviewed. This is attributed to continual movement towards digital record keeping; the emerging body of rules, regulations, and laws, etc.; and the liability that inadequate security presents to an institution.
7. Identity and access management will be an increasing challenge to ensure privacy and yet ease of access to multiple systems. "Issues surrounding identity/access management include developing strong vetting, credentialing, and provisioning processes for all constituents (including guests), inventorying and integrating decentralized systems into a centralized strategy, and ensuring federation of identity." (EduCause Review 2009)
8. As technology plays an increasingly larger role in teaching and learning, the challenge is to make technology fluid and responsive to faculty instructional needs without technology impeding the learning process.
9. Online learning is projected to continue to grow and learning management systems will be increasingly seen as mission-critical enterprise systems.
10. Studies show that online or online-enhanced instruction shows better overall student performance, but studies results also indicated that there were too many variables to state so conclusively. Much was dependent on instructional strategies, environment, etc.
11. The shift from PCs to mobile devices will continue to be a major trend.

Implications

1. Money will drive what technology looks like over the next several years.

2. If ERPs are pursued, our District will be positioned well to have relatively fast and easy access to data that can improve our decision-making.
3. Faculty/students/departments/clubs/etc. will be interacting more and more via social networking and other free-source methods. Our District will need to anticipate and accommodate such changes in our planning, procedures, policies, training, etc.
4. Data integrity and security needs to stay at the forefront of concerns for our District and should be considered with every technology procurement, and every modification or development of policy, procedure, or plan.
5. Communication and shared governance are key to navigating the challenges of fiscal cuts yet providing meaningful technology services and access to faculty.
6. As new technologies are explored, compatibility with multiple user devices, rather than just traditional computers, needs to be considered.