

Appendix F: Summary of Technology Goals and Strategies

- A. Student Access: Provide secure student access to learning resources and support services for all college locations.
 - A.1. Identity management
 - A.2. Computer lab operations
 - A.3. Computer lab hardware and software
 - A.4. Online courses and programs
 - A.5. Online learning and support services
 - A.6. Virtual desktop computing
- B. Instructional Technology: Support the success of all students through the development of instructional technologies including the delivery of instructional media for use on and off-campus⁹.
 - B.1. Instructor support
 - B.2. Online lectures
 - B.3. Smart classrooms
 - B.4. Instructional video
 - B.5. Student response systems
- C. Campus Computing: Develop and improve secure computing systems to increase institutional efficiencies and provide long-term support for campus computing needs.
 - C.1. Custom application development
 - C.2. Network application support
 - C.3. Computer hardware and software standards
 - C.4. Network access from off-campus
 - C.5. Printer standards and support
 - C.6. Institutional software licenses
 - C.7. Policies and procedures
- D. Network Infrastructure: Upgrade and maintain the network infrastructure to support comprehensive wireless, voice, video, and data communications with high availability and recoverability.
 - D.1. Wireless access
 - D.2. Network infrastructure standards
 - D.3. Network management
 - D.4. Network storage
 - D.5. Disaster recovery
 - D.6. Administrative server virtualization
- E. Technology Support: Provide ongoing training and technology support services to meet the needs of students, faculty, staff and managers.
 - E.1. DVC Help Desk
 - E.2. Service Level Agreements
 - E.3. Technical staff and managers
 - E.4. Technology training for operations and support
 - E.5. Technology training for learning and instruction
- F. Digital Communications: Develop and support multiple, digital, means of communications between the college, community and all constituencies.
 - F.1. Unified communications
 - F.2. District portal
 - F.3. Website development
 - F.4. Video conferencing
 - F.5. Time-sensitive notifications
 - F.6. Emerging communications

⁹ Instructional materials must meet the electronic and information technology accessibility requirements of Section 508 and be in compliance with copyright laws.