Technology Goals, Objectives, Performance Indicators & Activities, Expected Outcomes

The purpose of this Technology Master Plan is to establish technology guidelines that will help to direct the American Samoa Community College (hereinafter ASCC) as we move into technological driven global community. This Plan contains procedures, visions and recommendations for technological enhancement within ASCC that will occur over the next three years. However, this Plan should be

Technology Subcommittee – Michael Leau, Sal Poloai (sitting), Grace Tulafono, Okenaisa Fauolo-Manila, Sifagatogo Tuitasi (standing)

viewed with a degree of flexibility since it is impossible to account for rapidly evolving technology and funding issues.

The Institutional Planning Core Committee (IPCC) Technology Sub-Committee served as initiator and the primary source of information for this Plan. Data and information were collected from inputs, operations and outcomes of the ASCC Program Review from all 26 departments, divisions, departments and/or offices within ASCC. The data collected provides a wealth of data and information from a wide range of ASCC stakeholders to begin to understand the need to acquire, align and utilize technology to provide a rich learning experience for our students.

The Committee's makeup allowed for easy access to several of the most technological dependent areas on campus and provided a significant source of information and recommendations for the structure and body of this Plan.

Understanding that this Plan focuses on three major elements that are crucial for the success of any technology master plan – (1) organization, (2) processes, and (3) technology - this Plan examines the current status of technology on the ASCC campus. It contains administrative procedural recommendations that should be implemented and supported if the College intends to continue to maintain the high standard of education it currently provides. It outlines budgeting requirements that facilitate currency in technology and infrastructure. It includes future staffing needs that require consideration to support the College's growth in technology. In effect, this Plan should become a "*living document*" that serves as the strategic guide for current and future technology for ASCC.

A review of this Plan should be conducted every year and a report submitted by the IPCC Technology Sub-Committee to the ASCC Curriculum Committee and any other pertinent body such as, but not limited to the Board of Higher Education, ASCC Administration and ASCC stakeholders on the status of the implementation progress and success of this Plan on the direct or indirect impacts it makes on student learning.

Strategic Focus:

How will ASCC effectively maintain and develop its technology and physical assets and its technology services to our internal and external stakeholders?

Strategic Response:

In beginning the process to meet the Strategic Focus, The Integrated Planning Subcommittee (IPS) began to gather information from the 2009 ASCC Program Review and compile the requests for technology base services, equipment and tools. In better understanding, the IPS also had compiled other data and information of technology using a variety of ASCC documents, information and inventories that could provide a better understanding to the technological environment at ASCC and how it supports student learning. Some of these documents are 2009 ASCC Program Review, 2009 ASCC Computer Inventory, ASCC Student computer lab usage form.

The IPS compiled the evidence and data to better understand the technological scenario and analyzed the information of the data to provide a clearer picture of the dire technological needs of ASCC stakeholders to provide, support and deliver student learning activities. The IPS concluded with the following broad statement in meeting these technological challenges to support academic growth on ASCC's campus for its students:

ASCC will effectively maintain and develop its technology assets and services (Computers & Servers, Network & Communication, Multimedia & Peripherals, and Distance Learning and Online Services) to internal and external stakeholders through its institutional integrated Technology Plan.

The following pages will outline the path to achieve this plan to provide, enhance and support the technological assets and services to ASCC stakeholders.

Computers & Servers #1

Narrative:
In response to the overwhelming usage of technology by ASCC students, faculty and staff, the IPS decided to address these issues on two levels. One was to address the immediate and current computer and server needs as well as projecting and forecasting future computer server needs that will be needed in order for student success to grow.

The following are the strategic areas in which the plan will address the following issues:

Strategic Goal #1:
"To effectively maintain and develop its Computer and Server assets and services to internal and external stakeholders"

Strategic Objective #1:
To meet the challenge of current Computer and Server needs of ASCC stakeholders.

Performance Indicators:

1. To develop and implement computer accessibility plan.

   Activities:

   - Increase the number of computers to meet the ratio of 1 computer per 10 students (Current ratio is 1:24)

   - Increase the hour of computer lab availability from 8 to 10

   - To renovate Rooms 15 and 16 to accommodate additional computers

2. To develop and implement computer/server purchasing / maintenance plan

   Activities:

   - Review and update the current policy on computers/servers purchasing
     1. *Enforce MIS approval on all computers/servers purchasing*
     2. *Acquire additional staff support*
     3. *Create a maintenance schedule for campus computers/ servers*

3. To develop and implement computer/server replacement plan

   Activities:

   - Create an institutional computer replacement/disposal

4. To assess and provide computer training opportunities for ASCC employees

   Activities:

   - Provide workshops on computer basics (i.e. ASCC e-mail access, PDF conversions, MS Office Suite, etc.)

   - Provide workshops on Colleague Software

   - Provide opportunities for technical trainings

Expected Outcomes:

1. **Increase the computer accessibility for students on campus by 100% to assure that they can work on assignments for class by increasing the Computer to Student ratio;**

2. **To assure that technology acquired by ASCC is compatible and appropriate to support student learning;**

3. **Increase efficiency of replacing technology to assure that accessibility and use is not disrupted by 50% for students and ASCC stakeholders;**

4. **ASCC faculty and staff are provided adequate technology training to use for integration into their daily work to assure efficiency.**

Strategic Objective #2:
To meet the challenge of future technological needs of ASCC stakeholders

Performance Indicators:

1. To research and develop technological options that is appropriate to ASCC's students and employees.

   Activities:

   - Identify future technological tools appropriate for ASCC Students
     1. *1 laptop per student per smart classroom*
     2. *Kiosks for online registration*
     3. *Other wireless technology*

   - Employees
     1. *Smart classroom (Faculty)*

2. To integrate the use of technology campus-wide

   Activities:

   - Provide access to Colleague (Web Advisor)

   - Provide faculty with technology integration training

   - Purchase servers to support the integration software for the entire campus

3. To research and procure funding for identified computer/server needs

   Activities:

   - Identify the computer/server total cost of ownership for the life of the technology

   - Identify the costs covered under the student technology fee

   - Identify the costs covered by the MIS budget to support faculty and staff

   - Research and implement a surcharge on all campus computer and server purchases

   - Research and procure funding to support and maintain the continuity of computers and servers

   Expected Outcomes:

   1. *Appropriate technology for ASCC stakeholders;*

   2. *Campus-wide use of Datatel/Colleague online features to ASCC stakeholders;*

   3. *Increased funding sources to support growing needs of technology for ASCC stakeholders*

Network & Communication #2

Narrative:

   This section was not really highlighted in the 2009 ASCC Program Review as an issue, but the IPCC felt strongly that without network and communication to interconnect computers and servers, it would make other technological tools mentioned in this plan to perform at its

highest level of providing highly quality services and program to ASCC Stakeholders. Other issues that are dependent upon the network and communication are internet and telephony. By including the plan on development, research and implementation will allow for ASCC to fully access its technological resources.

The following are the strategic areas in which the plan will address the following issues:

Strategic Goal #2:
"To effectively maintain and develop its Network & Communication assets and services to internal and external stakeholders"

Strategic Objective #1:
Provide reliable network and telecommunications connectivity

Performance Indicators:

1. To research and procure optional solutions for network and telecommunications expansion

Activities:

- Research, design and implement VoIP (Voice over Internet Protocol)
- Acquire a VoIP technician(s))
- Subscribe to Internet 2 (Network Services for Colleges and Universities)

2. To develop and implement a campus-wide local area network (LAN) using a variety of network media

Activities:

- Standardize and centralize all campus external connections
- Design and implement the fiber network backbone
- Design and implement wireless hot spots on campus

Expected Outcomes:

1. *Establish telephone exchange to connect all of ASCC offices and division to common carrier;*
2. *Reduce cost of telecommunications over long period by acquiring VoIP technology;*
3. *Standardize and interconnect all offices and divisions to ASCC Local Area Network;*
4. *Establish robust local network connectivity.*

Multimedia & Peripherals #3:

Narrative:

ASCC utilizes a variety of tools, that are difficult to place in a specific area, so the IPCC had agreed that items mentioned in the 2009 ASCC Program Review such as keyboards, mouse, printers, VGA wires, projectors and a variety of other technological tools will be categorized in this area as a strategic area of focus due to the enormity of request and frequency in the 2009 ASCC Program Review. In attempting to address the issues of replacement, support, maintenance and acquisition of these tools, the following are the strategic areas in which the plan will address the following issues:

Strategic Goal #3:
"To effectively maintain and develop its Multimedia/Peripheral assets and services to internal and external stakeholders"

Strategic Objective #1:
To enhance the opportunities for all ASCC stakeholders to utilize and access multimedia services.

Performance Indicators:

1. To develop and implement an access plan for multimedia services

   Activities:

   - Purchase multimedia technologies
   - Create a Multimedia Center and centralize all multimedia assets and services for Academic Affairs
   - Develop an institutional policy for multimedia accessibility and support

2. To develop and implement a maintenance and support plan for all ASCC multimedia service.

   Activities:

   - Identify and assess all campus multimedia technologies
   - Identify supported multimedia technologies and standardize accordingly
   - Provide technical training for multimedia support staff
   - Acquire multimedia support staff

Expected Outcomes:

1. *Establish common location for faculty and staff to access multimedia technologies to support activities in classroom, community outreach and professional development;*
2. *Establish plan to provide immediate support to reduce down time of technologies being utilized by ASCC stakeholders.*

Distance Learning & Online Services #4

Narrative:

  Distance learning was an issue raised both in the WASC recommendation and standards as well as the 2008 Academic Affairs Program Review. It was reported in the Academic Program Review that 82% of courses offered relied on technology. The need is to assure that classrooms are prepared to meet the challenges of a technology savvy generation and also to assist with preparing faculty to integrate technology into the pedagogy and learning styles, but to better use the technology to support other programs that provide intervention, counseling and resources for ASCC stakeholders.

  Online services are issues of concern raised by ASCC staff in the 2009 ASCC Program Review. With the acquisition of a new Student Information and Financial System (Datatel/Collegue), ASCC is currently in preparation to deploy various online features for students, faculty and staff. These online features will greatly assist in providing resources, an environment of transparency with academic program and streamline processes within ASCC.

The following are the strategic areas in which the plan will address the following issues:

Strategic Goal #4:
"To effectively maintain and develop its Distance Learning and Online Services to internal and external stakeholders"

**Strategic Objective #1:**
**To provide opportunities and access for Distance Learning and Online Services**

   **Performance Indicators:**

   1. To develop and implement an asynchronous online resources plan

    **Activities:**

- Develop smart classrooms

- Implement online registration, data collection, advising, grading, etc.

- Develop and design online student learning services (counseling, tutorials, etc.)

    **Expected Outcomes:**

1. _**Establish smart classrooms to support academic learning.**_
2. _**Assess & Implement distance learning and smart classroom training.**_
3. _**Implement access to Datatel/Collegue to ASCC stakeholders to support the mission of the institution.**_
4. _**Develop activities with Student Services to provide online resources to support student learning activities.**_