



SAN DIEGO MESA COLLEGE

San Diego Mesa College Strategic Technology Plan

2025/2026 REVISION PROPOSAL

Table of Contents

1	<i>Introduction</i>	2
2	<i>Mission Statement: Mesa Information Technology Committee</i>	2
3	<i>Governance</i>	2
4	<i>Campus Technology Goals.....</i>	4
	Goal 1: Digital Equity and Access	4
	Goal 2: Technology for Student Services and Academic Support.....	5
	Goal 3: Communication and Engagement	6
	Goal 4: Pathways and Partnerships	7
	Goal 5: Sustainable and Efficient Technology Infrastructures	8
	Goal 6: Instructional Innovation and Professional Development.....	9
5	<i>Strategic Plan Maintenance</i>	10
6	<i>Appendix A: Annual Technology Health Audit Example.....</i>	11

1 Introduction

This Strategic Technology Plan outlines San Diego Mesa College's technology-focused goals aligned with the Mesa2030 Comprehensive Master Plan and Accreditation Commission for Community and Junior Colleges (ACCJC) standards. It supports the college's mission to be the leading college of equity and excellence by leveraging technology to enhance student success, equity, and institutional effectiveness. The plan includes goals that are the responsibility of the campus, College Technology Services (CTS) and the District Information Technology Services (DITS) division.

2 Mission Statement: Mesa Information Technology Committee

The Mesa Information Technology (MIT) Committee is charged with ensuring the technical health of San Diego Mesa College.

The MIT Committee oversees the development, auditing, and ongoing revision of the Strategic Technology Plan, inclusive of technology goals, methods and key performance indicators (KPIs) used for assessment. While the committee is not responsible for implementation, it serves as the central governance body for reviewing campus priorities, needs and initiatives.

3 Governance

Membership Composition:

Chairs:

- Director of College Technology
- Faculty Representative
- Classified Professional

General Members:

- Faculty representatives – 5 (one will be co-chair)
- Classified Professional - 3 representatives (one will be co-chair)
- Administration – 2 representatives
- Supervisory – 2 representatives
- Associated Students– one representative
- District Technology – one representative (Consultant)

The committee strives to have representation from a cross-section of faculty, classified, administration and supervisory positions from the following areas:

- Arts and Languages
- Business and Technology
- Health Sciences and Public Service
- Humanities
- Mathematics and Natural Sciences
- Exercise Science, Health Education, and Athletics
- Social/Behavioral Sciences and Multicultural Studies
- Student Affairs

- Student Development
- Student Success & Equity
- Administrative Services
- Learning Resources

Technology Plan Reviewers

The committee consults and solicits feedback from governing bodies listed below, before final submission to the President's Cabinet for approval.

- Academic Senate (AS)
- Classified Senate (CS)
- Associated Student Government (ASG)
- Administrators Team (administrators meeting)

4 Campus Technology Goals

Goal 1: Digital Equity and Access

All students and employees have access to devices, internet connectivity, and assistive technology.

Mesa 2030 Strategic Goals

Completion	- Reduce equity gaps in access and success - Support basic needs through holistic services
Scholarship	- Promote inclusive and culturally relevant teaching
Community	- Foster antiracist and inclusive campus culture

Relevant ACCJC Standards

- Standard 2.7 – The institution designs and delivers effective services and programs that support students in their unique educational journeys, address academic and non-academic needs, and maximize their potential for success. Such services include library and learning resources, academic counseling and support, and other services the institution identifies as appropriate for its mission and student needs.

Key Collaborators

- Library
- The STAND
- Extended Opportunities Programs and Services (EOPS)
- The Promise Program
- ASG
- Disability Support Programs and Services (DSPS)
- Learning Opportunities for Transformation (LOFT)
- College Technology Services (CTS)
- District Information Technology Services (DITS)
- Mesa Distance Education Committee (MesaDE)

KPIs

- Wi-Fi
 - Accessibility of Wi-Fi coverage on the campus
 - Appropriate bandwidth of Wi-Fi to support volume/need
 - Support tickets regarding Wi-Fi issues
- Student Laptops
 - The number of filled and unfilled laptop requests for each semester.
- Instructional Software
 - Number of classes that provide instructional software for students vs the number of classes in which students pay for the required course software

Goal 2: Technology for Student Services and Academic Support

Support and upgrade Student Services systems such as, degree audit, course planning tools, and early alert.

Mesa 2030 Strategic Goals

Completion	- Develop pathways that provide students with clarity about degree, certificate, and transfer requirements. - Design and promote programs and services that intentionally target a reduction in equity gaps in completion outcomes. - Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity
Pathways and Partnerships	- Develop and implement technologies that will make pathways information available to students so that they can effectively utilize this information in their educational and career planning - Leverage pathways to eliminate barriers and provide support for students entering Mesa College, through to completion

Relevant ACCJC Standards

- Standard 2.6 – The institution uses delivery modes and teaching methodologies that meet student and curricular needs and promote student learning and achievement for all students.

Key Collaborators

- DITS
- CTS
- Counseling Services (General Counseling, EOPS, DSPS, STAR/Trio, CalWorks)
- Mesa Tutoring and Computing Services
- District Educational Services

KPIs

- Currency of Systems
- Version currency (current vs. end-of-life platforms)
- Platform utilization
- Licensing utilization rate (% of licenses actively used)
- Technology incident resolution time

Goal 3: Communication and Engagement

Utilize current and emerging technology to employ tools, platforms and systems to improve communication and engagement for students and the public.

Mesa 2030 Strategic Goals

Community	- Improve communication and outreach - Enhance student services and engagement
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Relevant ACCJC Standards

- Standard 1.4 – The institution’s mission directs resource allocation, innovation, and continuous quality improvement through ongoing systematic planning and evaluation of programs and services.
- Standard 3.5 – The institution’s mission and goals are the foundation for financial planning. Financial information is disseminated to support effective planning and decision-making and provide opportunities for stakeholders to participate in the development of plans and budgets.

Key Collaborators

- Student Services
- CTS
- Office of Communications
- Outreach Department
- DITS

KPIs

- Olympia Chatbot usage
- Olympia Chatbot information database
- Mesa Journeys metrics
- Number of digital signage that are working throughout campus
- Visix usage/posting metrics

Goal 4: Pathways and Partnerships

- Review pathway systems which include; dual enrollment / CCAP management, career services platforms and Non-credit to Credit.
- Audit intersegmental data sharing to facilitate transitions between K–12, community college, and university systems.

Mesa 2030 Strategic Goals

Pathways + Partnerships	- Strengthen K–12, university, and workforce partnerships - Improve transfer and career tracking
Completion	- Support transitions and degree completion

Relevant ACCJC Standards

- Standard 2.9 – The institution conducts systematic review and assessment to ensure the quality of its academic, learning support, and student services programs and implement improvements and innovations in support of achievement for all students.
- Standard 3.2 – The institution supports its employees with professional learning opportunities aligned with the mission and institutional goals. These opportunities are regularly evaluated for overall effectiveness in promoting success for all students and in meeting institutional and employee needs.

Key Collaborators

- District Educational Services
- Dean of Instruction
- Transfer Center
- Admissions Department
- Counseling Department
- Outreach Department
- College of Continuing Education
- SDUSD
- SDCOE - Charters School Partners (e.g. HTH)
- Private School Partners
- Transfer Institutions (e.g. CSUs, UCs, USD, Point Loma)

KPIs

- Access to student transfer data tracked through UC and CSU transfer dashboards.
- Accuracy and access to HS and CE transfer tracked through District dashboards.
- Student and Employer usage of career services platforms.

Goal 5: Sustainable and Efficient Technology Infrastructures

- Adopt energy-efficient hardware and cloud-based systems.
- Ensure documented, accessible, and effective technology implementation and tracking procedures and systems.
- Implement and support digital workflows.

Mesa 2030 Strategic Goals

Stewardship	- Promote sustainability and climate action - Improve resource allocation and planning
Scholarship	- Support innovation through infrastructure
Stewardship	- Use technology to improve operational efficiency

Relevant ACCJC Standards

- Standard 3.2 – The institution supports its employees with professional learning opportunities aligned with the mission and institutional goals. These opportunities are regularly evaluated for overall effectiveness in promoting success for all students and in meeting institutional and employee needs.
- Standard 3.6 – The institution ensures the integrity and responsible use of its financial resources and regularly evaluates its fiscal outcomes and financial management practices to promote institutional mission fulfillment.

Key Collaborators

- CTS
- DITS
- Sustainability Committee
- Campus Managers and Supervisors

KPI

- Server uptime and reliable tested backups
- Router uptimes and availability
- Updated and accessible standard operating procedures (SOPs) for requesting, tracking, maintaining, and replacing hardware, software, cloud services, and online platforms.
- Accurate and accessible inventory of hardware, software, cloud services, and platforms, including specs, location, purchase data, and life span
- Number of paper and manual workflows converted to digital workflows.

Goal 6: Instructional Innovation and Professional Development

- Expand faculty, classified and administration training in instructional design and technology.
- Design and implement state-of-the-art technologies that support innovative classrooms for all teaching modalities.

Mesa 2030 Strategic Goals

Scholarship	- Expand professional development - Promote equity-minded pedagogy - Support hybrid and online learning
Completion	- Enhance instructional delivery for student success.

Relevant ACCJC Standards

- Standard 2.6 –The institution uses delivery modes and teaching methodologies that meet student and curricular needs and promote student learning and achievement for all students.
- Standard 3.2 - The institution supports its employees with professional learning opportunities aligned with the mission and institutional goals. These opportunities are regularly evaluated for overall effectiveness in promoting success for all students and in meeting institutional and employee needs.

Key Collaborators

- LOFT
- Professional Development Committee
- District Online Pathways
- CTS
- Instructional Faculty

KPI

- Standardized classroom schematics for all teaching modalities. (e.g. lecture rooms, computer lab, hyflex classrooms, etc.)
- Number of related trainings provided to employees. (can include campus, district, regional, state, and others)
- Number of employees (disaggregated) who completed technology related trainings annually.

5 Strategic Plan Maintenance

The Strategic Technology Plan follows a six-year cycle aligned with the college's accreditation schedule. This cycle ensures continuous improvement, stakeholder engagement, and evidence-based decision-making.

Year 1: Review and Revision

- Conduct a comprehensive review of the Strategic Technology Plan.
- Revise goals, processes, KPIs, and timelines based on institutional priorities, technology trends, and feedback from stakeholders.
- Align revisions with ACCJC standards and Mesa College goals.

Year 2: Governance Approval and Documentation Planning

- Present the revised plan to shared governance bodies for approval.
- Partner with Key Collaborators to develop a documentation framework to track goals, KPIs, and evidence of success.
- Identify responsible parties for data collection and reporting.

Year 3: Implementation and Initial Data Collection

- Begin implementation of revised goals and initiatives.
- Collect baseline data and document early outcomes.
- Produce a year-end summary report highlighting progress and challenges.

Year 4: Continued Implementation and Mid-Cycle Evaluation

- Continue implementation and expand data collection efforts.
- Conduct a mid-cycle evaluation to assess effectiveness and make minor adjustments.
- Share findings with governance bodies and stakeholders.

Year 5: Deepening Assessment and Documentation

- Intensify data collection and refine evaluation methods.
- Document outcomes and prepare for final cycle review.
- Produce a comprehensive year-end summary.

Year 6: Final Evaluation and Reporting

- Aggregate data and evidence collected over the cycle.
- Conduct a summative evaluation of the Strategic Technology Plan.
- Share findings with governance bodies, ACCJC, and the campus community.
- Prepare recommendations for the next six-year cycle.

6 Appendix A: Annual Technology Report Example

San Diego Mesa College Annual Technology Health Audit

Academic Year:

1. Executive Summary

Overview of technology health status:

Key achievements:

Major challenges:

Recommendations for improvement:

2. Goal-by-Goal Audit

1. Digital Equity and Access

ACCJC Standards: 3.1, 2.7

Wi-Fi Access (%):

Loaner Device Ratio:

Software Access (%):

Narrative Summary:

2. Technology for Completion

ACCJC Standards: 3.1, 2.6

Online Tutoring Usage (%):

System Performance Notes:

Narrative Summary:

3. Community Engagement through Technology

ACCJC Standards: 1.4, 3.5

Virtual Assistance Usage (#):

Digital Signage Events (#):

Narrative Summary:

4. Tech-Enabled Pathways and Partnerships

ACCJC Standards: 3.2, 2.9

Transfer Tracking (#):

Platform Usage Notes:

Narrative Summary:

5. Sustainable and Efficient Tech Infrastructure

ACCJC Standards: 3.2, 3.6

Software Request Process Documented:

Hardware Request Process Documented:

Paper Reduction (% or volume):

Narrative Summary:

6. Instructional Innovation and Professional Development

ACCJC Standards: 2.6, 3.3

HyFlex Classroom Setup (%):

Faculty Training Participation (%):

Narrative Summary:

3. Stakeholder Feedback

Summary of governance body feedback:

Notes from audit presentations:

Suggestions from faculty/staff/students:

4. Recommendations and Action Items

Recommended improvements:

Assigned roles:

Timeline for implementation:

Integration with Strategic Plan Maintenance: