Skyline College

College Governance Council
Wednesday, March 25, 2026
1:00-3:00 p.m.

In Person Room 4343
https://smccd.zoom.us/j/86465890587?pwd=5qddkCBkKhhquY55tog1ToHurfFjsr.1&from=addon

Voting Members:

- ☐ Lindsey Ayotte
- ☐ Alvin Macaldo-Gubatina
- ☐ Jose Milan
- ☐ William Oo

- ☐ Jarred Morris Ramos
- ☐ Cassidy Ryan
- ☐ Nadia Tariq
- ☐ Jessica Truglio

Ex-officio Members (Non-Voting):

- ☐ Nate Carter
- ☐ Paul Cassidy
- ☐ Cherie Colin

- ☐ Lauren Ford
- ☐ Carol Hernandez
- ☐ Ingrid Vargas

AGENDA

I.   Call to Order/Establishing a Quorum/Roll Call

II. Public Comment * - 5 Minutes

III. Consent Items

IV. Informational, New Business and Action Items

Associated Students of Skyline College – 5 Minutes
a.   ASSC Report   William Oo/Jarred Morris Ramos

Classified Senate – 5 Minutes
b.   Classified Senate Report   Jose Milan/Nadia Tariq

Academic Senate -   5 Minutes
c.   Academic Senate Report   Cassidy Ryan/Jessica Truglio

Management Council – 5 Minutes
d.   Management Council Report   Lindsey Ayotte/
                                              Dr. Alvin Macaldo-Gubatina

Administration

e.   Administrative Services Update – 5 minutes   Paul Cassidy

f.   Instructional Update – 5 minutes   Dr. Carol Hernandez

g.   Student Services Update – 5 minutes   Dr. Lauren Ford
- Financial Aid Update – Will Minnich and Ari Soler

h.   Planning Research and Institutional – 5 minutes   Ingrid Vargas

i.   Marketing, Communications, - 5 minutes   Cherie Colin
Public Relations Update

j.   President's Update – 15 minutes   Dr. Nate Carter
- Informational Item – Innovation Hub

Constituent Committee Reports

Institutional Effectiveness Committee (IEC)
- Instructional Program Review Templates Presentation – 1st Read
        – Karen Wong (15 minutes)
The Institutional Effectiveness Committee (IEC) solicited college-wide input and provided their own on the proposed changes by the Templates Task Group to the instructional Comprehensive Program Review (CPR) and Program Review Update (PRU) templates. At the subsequent CGC meeting, we'd like the CGC to vote on whether to adopt these updated templates on behalf of the college. Please add us to that agenda as well.
 - Instructional Comprehensive Program Review Template (CPR)- https://docs.google.com/document/d/1ULegDKOESqf6r0ECJVy3rK749qrLEtPI/edit?usp=sharing&ouid=106077962206322021227&rtpof=true&sd=true

  - Instructional Program Review Update Template (PRU)- https://docs.google.com/document/d/1OLEdapl4QiXyuXYELGtQUajZ8Pil6svz/edit?usp=sharing&ouid=106077962206322021227&rtpof=true&sd=true

Technology Advisory Committee (TAC)
- Skyline Technology Plan Adoption – 1st Read
        – Kim Saccio and Nancy Somjit (20 Minutes)

V.   Adjournment – April 22, 2026

Public Comment. Members of the Skyline College community and the public may address the College Governance Council on items appearing on the agenda by submitting a request in the chat box (Zoom) or a comment slip (in person) at the start of the meeting. Speakers must limit their remarks to a maximum of three minutes. If there are a large number of speakers, the President may use discretion to reduce the comment time in order to keep all public comment time to 20 minutes or less, in order to be able to have enough time for the Council to conduct its business. In accordance with the Americans with Disabilities Act, the Council will make reasonable efforts to accommodate persons with qualified disabilities. If you require accommodation, please contact Theresa Tentes at tentes@smccd.edu at least 48 hours in advance of the meeting.
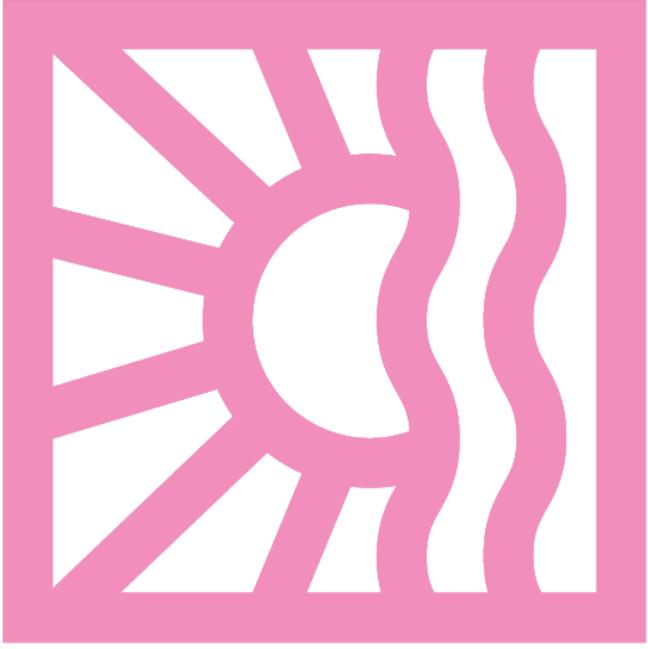
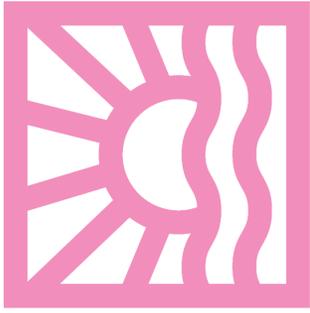# Draft College Technology Plan Feedback Integration

April 24, 2025
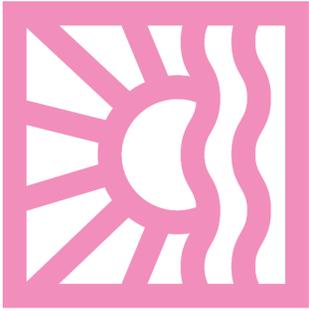
Skyline College

Purpose of SPARC Presentation

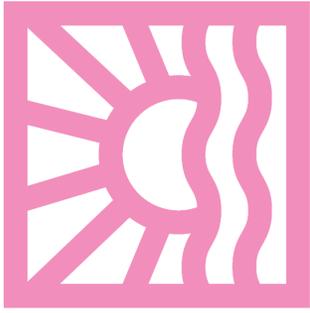*Recommend draft college technology plan to CGC for adoption.*

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Constituent Groups Request for Feedback

Skyline College

Technology Plan Presentations:

- Academic Senate March 7, 2024
- Cabinet April 17th - September 18, 2024
- SPARC September 26, 2024
- Management Council October 8, 2024
- Classified Senate November 1, 2024
- SEEED November 19, 2024
- Associated Students January 21, 2025

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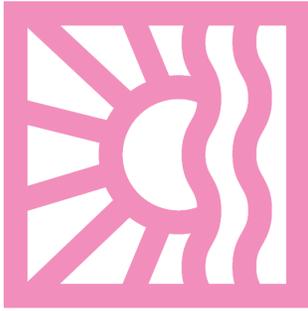- **SEEED November 19, 2024**
- **Associated Students January 21, 2025**

Feedback: Academic Senate

Training on existing and new technology (p.12-13)

Providing technology training and support for faculty, staff, students, and administrators.

Skyline College is committed to equipping its community with the skills and resources needed to effectively utilize technology for teaching, learning, and daily operations. Through collaborative efforts between ITS, the CTTL, Media Services, and the Distance Education Committee, the college provides comprehensive training and support tailored to the diverse needs of faculty, staff, students, and administrators.
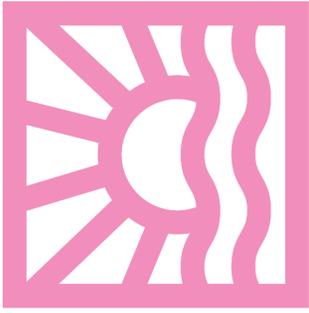
Skyline College

Feedback: Academic Senate

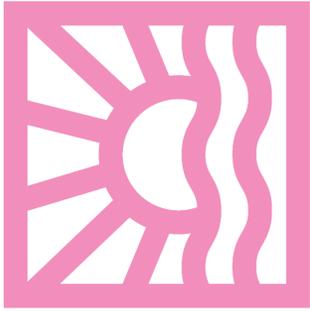Makeup of committee and their involvement with shared governance (p.5)

Membership

The **Technology Advisory Committee (TAC)** includes representatives from various campus constituencies, ensuring diverse perspectives on technology matters. Membership includes faculty representatives from instructional divisions, the Distance Education Coordinator, Classified Professionals, Educational Assistance Center personnel, Media Services, administrators, Associated Students, and Information Technology Services (ITS).

The committee is led by **tri-chairs** representing key stakeholder groups:

- **Dean of Academic Support and Learning Technologies** (administrator)

- **Distance Education Coordinator** (faculty)

- **Information Technology Services** (classified professional)

General membership consists of representatives from the Associated Students of Skyline College (ASSC), Academic Senate, Classified Senate, Management Council, and ITS. The committee intentionally includes voices from instruction, student services, and students themselves to ensure broad representation. Membership responsibilities include:
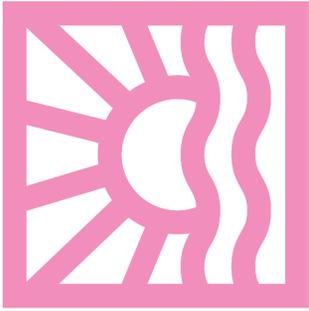
Skyline College

Feedback: Academic Senate

Updates to campus WIFI access and technology security (p.9-10)

Ensuring reliable access, safety, and security throughout the college ecosystem.

The district's Information Technology Services (ITS) department ensures reliable access, safety, and security for Skyline College's technology infrastructure. The following sections include direct quotes from the ITS Strategic Plan (pp. 1, 4, and 15):

The district ITS department ensures optimum bandwidth for file shares, Banner® access, and backup services. In the event of primary service outages, the districtwide interconnection is designed to reroute traffic via alternate campuses, allowing internet, intranet, and phone services to be restored instantly. The college connects to CENIC's high-speed research and education network through primary and backup routes. The campus also features numerous wireless access points, strategically located within classrooms and open areas. ITS continuously assesses campus needs and adds access points as necessary to enhance coverage.

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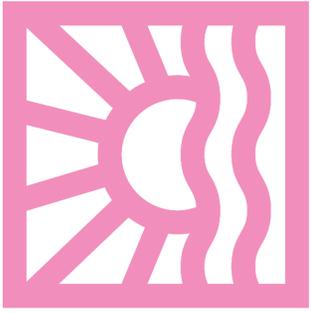
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Feedback: Academic Senate

Fiscal Resources for Technology

In accordance with ACCJC Accreditation Standard 3, Skyline College implements, enhances, and secures its technology resources to support and sustain educational services and operational functions. The college prioritizes funding for technology–both hardware and software–to sustain and enhance teaching, learning, and support services. These efforts are designed to achieve equitable educational outcomes and align with the goals of the Educational Master Plan through the following actions:

- Establishing a continuous process to articulate, assess, plan, and prioritize technology needs, ensuring optimal funding allocation.

- Evaluating and developing processes to procure and maintain technologies that support teaching, learning, and employee productivity, with a focus on total cost of ownership.

- Collaborating with ITS and Administrative Services to secure funding for technology purchases through various sources, including:

Feedback: Cabinet

- Work with Daman to add updates based on the district technology plan
- Wants all constituents to see themselves in the plan
- Once Cabinet feedback is integrated, VPI can authorize to continue presentations to constituent groups for feedback.
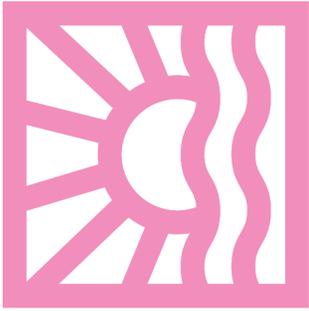
Skyline College

Feedback: Cabinet

This approach reflects Skyline College's commitment to a collaborative and inclusive decision-making process. By integrating input from faculty, staff, students, and administrators, the plan ensures that technology initiatives are not only aligned with institutional goals but also responsive to the diverse need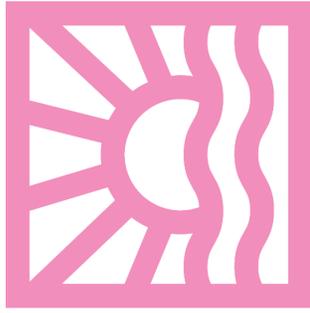s of its community. This collaborative framework positions Skyline College to adapt proactively to future challenges and opportunities in technology integration.

	Strategy A	Strategy B	Strategy C	Strategy D	Strategy E
	Instruction	Student Services	Student Equity	Employee Technology	Collaboration ITS
Alignment w/ACCJC **Standard 3: Infrastructure and Resources**	• Multimod al Classroo ms • AI, AR, VR to support learning outcomes • Canvas (LMS) with LTI integrations	• Salesforce (CRM) • Degree Works • MyMajors • Assistive Technology	• College Website	• District issued technologies • Productivity tool subscription s • Banner • Zoom	• Administrative Services • Network Services & Infrastructure (see list of software that supports technology infrastructure) • CENIC

Skyline College

Feedback: SEEED

p.3: The Skyline College Technology Plan outlines how technology is acquired, replaced, upgraded, maintained, and integrated across the college to enhance **equity**, accessibility, and productivity for employees and the educational environment.

p.3:Through collaboration with college constituents, it supports instructional, student services, and administrative functions while promoting **equity** in technology access and use.

p.4: Promoting technologies that advance student access, **equity**, and success.

p.4: Technology needs and resources are assessed through the lenses of the Educational Master Plan, program reviews, technology replacement practices, technology surveys, institutional effectiveness, operational systems, **equity**, student access, and student success.

P.17: Strategy C "Student **Equity**"
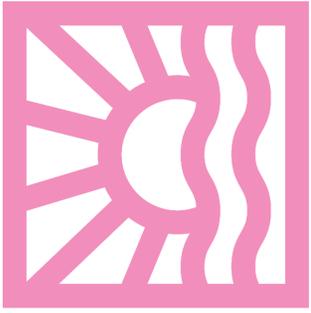
Skyline
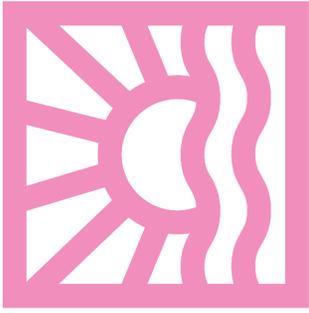College

Feedback: ASSOC Students

- Wi-Fi and Cell Reception on Campus
- Student Feedback Framework

Skyline College

We do this by:

1. Making technology accessible,
2. Ensuring technology works as expected,
3. Purchasing, upgrading, and replacing hardware and peripherals to support the teaching and learning infrastructure,
4. Subscribing to software that safeguards user privacy and is accessible to all users, even if mitigating parameters are employed.
5. Evaluating cost of ownership – i.e. Cost, sustainability, accessibility, privacy protection, and security equally influence planning and implementation.
6. Ensuring accreditation standards and the college's Educational Master Plan drive technology decisions
7. Allowing for innovation in teaching, learning, assessment, and support services
8. Promoting technologies that support student access, equity, and success.
9. Being responsive to changing technology needs

We achieve this by:

1. Ensuring technology is accessible to all users.
2. Maintaining reliable performance so technology works as expected.
3. Purchasing, upgrading, and replacing hardware and peripherals to sustain and enhance the teaching and learning infrastructure.
4. Subscribing to software that prioritizes user privacy, accessibility, and inclusivity, even when mitigating parameters are necessary.
5. Evaluating total cost of ownership, where cost, sustainability, accessibility, privacy protection, and security are equally considered in planning and implementation.
6. Aligning technology decisions with accreditation standards and the college's Educational Master Plan.
7. Encouraging innovation in teaching, learning, assessment, and support services.
8. Promoting technologies that advance student access, equity, and success.
9. Remaining responsive to evolving technology needs.
10. Future proofing our technology and systems for our campus community.

Purpose of SPARC Presentation

Recommend draft college technology plan to CGC for adoption.

Q & A

Skyline College

SKYLINE COLLEGE TECHNOLOGY PLAN

2024-2029

Technology Advisory Committee

Skyline College

Table of Contents

Introduction

The **Skyline College Technology Plan** outlines how technology is acquired, replaced, upgraded, maintained, and integrated across the college to enhance equity, accessibility, and productivity for employees and the educational environment. This plan ensures that technology supports teaching, learning, and administrative operations while advancing equitable opportunities for all constituents. Updated every five years, the plan reflects ongoing projects, initiatives, research, and survey analysis. It aligns with the college's and district's strategic plans and is guided by the Technology Advisory Committee (TAC), which remains informed about emerging technologies, such as Ai and VR, and the diverse technology needs of Skyline College's stakeholders.

Designed to be adaptive, flexible, and sustainable, the plan provides a foundation for prioritizing technology needs and addressing key issues in its deployment. Through collaboration with college constituents, it supports instructional, student services, and administrative functions while promoting equity in technology access and use.

The **Skyline College Technology Plan** serves as a reference point for decision-making, ensuring alignment with the **Education Master Plan** and compliance with **ACCJC standards** for technology. It reflects the college's vision for integrating technology while providing a framework to achieve Strategic Goal #3 of the Education Master Plan and meet accreditation requirements through the following outcomes:

- **Accreditation** – The plan enables an accreditation review team to evaluate constituents' equitable access to technology and technology training, aligning with **ACCJC Standard 3: Infrastructure and Resources**.

- **Educational Master Plan** – College constituents will be able to describe, analyze, and assess how human and fiscal resources are allocated to address the technology needs of the college, advancing Strategic Goal #3.

Technology Vision Supports Skyline's Mission

To empower and transform a global community of learners, Skyline College envisions the seamless integration of technology to enrich employee experiences, enhance teaching and learning environments, and provide equitable access to educational, productivity, and student support resources.

We achieve this by:

1. Ensuring technology is accessible to all users.

2. Maintaining reliable performance so technology works as expected.

3. Purchasing, upgrading, and replacing hardware and peripherals to sustain and enhance the teaching and learning infrastructure.

4. Subscribing to software that prioritizes user privacy, accessibility, and inclusivity, even when mitigating parameters are necessary.

5. Evaluating total cost of ownership, where cost, sustainability, accessibility, privacy protection, and security are equally considered in planning and implementation.

6. Aligning technology decisions with accreditation standards and the college's Educational Master Plan.

7. Encouraging innovation in teaching, learning, assessment, and support services.

8. Promoting technologies that advance student access, equity, and success.

9. Remaining responsive to evolving technology needs.

10. Future proofing our technology and systems for our campus community.

Governance

The **Skyline College Technology Advisory Committee** serves as a shared governance body that engages in discussions and provides recommendations on all college technology matters. These recommendations are guided by total operating costs, alignment with the Educational Master Plan, and compliance with accreditation standards. The committee advises the College Governance Council to ensure an accessible, secure, and reliable technology infrastructure.

Technology needs and resources are assessed through the lenses of the Educational Master Plan, program reviews, technology replacement practices, technology surveys, institutional effectiveness, operational systems, equity, student access, and student success. The committee meets monthly during the fall and spring semesters, sharing information with various constituency groups through member representatives, reports, and presentations as needed.

Membership

The **Technology Advisory Committee (TAC)** includes representatives from various campus constituencies, ensuring diverse perspectives on technology matters. Membership includes faculty representatives from instructional divisions, the Distance Education Coordinator, Classified Professionals, Educational Assistance Center personnel, Media Services, administrators, Associated Students, and Information Technology Services (ITS).

The committee is led by **tri-chairs** representing key stakeholder groups:

- **Dean of Academic Support and Learning Technologies** (administrator)

- **Distance Education Coordinator** (faculty)

- **Information Technology Services** (classified professional)

General membership consists of representatives from the Associated Students of Skyline College (ASSC), Academic Senate, Classified Senate, Management Council, and ITS. The committee intentionally includes voices from instruction, student services, and students themselves to ensure broad representation. Membership responsibilities include:

- Write, review, and update the **Technology Plan** every five years.

- Reinforce district security, privacy, and accessibility guidelines for technology hardware and software subscription purchases.

- Recommend, monitor, track, and assess procedures for obtaining **media services** and purchasing technology.

- Make allocation recommendations for prioritizing significant **college-wide technology projects**.

- Design, distribute, collect, analyze, and publish results of **technology surveys** as needed.

Process of Participatory Governance

The **Skyline College Technology Plan**, committee composition, and all plan updates are reviewed and approved through the college's shared governance process. This includes approval by the **Academic Senate**, **Classified Senate**, **Management Council**, **Associated**

Students of Skyline College (ASSC), and the **President's Cabinet**.

Technology Plan Conceptual Framework

Skyline College is committed to managing technology resources in alignment with accreditation requirements and the Educational Master Plan. The Technology Plan is structured around the five-area framework outlined in ACCJC Standard III.C Review Criteria, ensuring the technology needs of students, faculty, staff, and administrators are effectively addressed. The five areas of the framework are as follows:

Supporting the institution's operations, academics, teaching and learning, and support services.

The effective use of technology by faculty and staff is essential to achieving the vision of Skyline College. Technology resources are collaboratively managed by the district's Information Technology Services (ITS) Department and the college's Academic Support and Learning Technologies (ASLT) Division, with input from the college's participatory governance groups.

The district ITS Department provides critical support to the college in managing technologies across the following areas:

Administrative Systems

Network Services and Infrastructure

Peninsula Library System

Construction Support Services

Instructional Technology and Web Services

Computers and Media: Service and Support

Technology Training

Disaster Recovery Site

Video Surveillance Systems

Emergency Contact Systems

Building Management Systems

Telephone and Voicemail

This collaborative approach ensures technology resources are aligned with institutional goals and effectively support the college community.

The college's operations are supported by a robust technology infrastructure, including the Banner student information system, Microsoft Office 365, Zoom, Class Search, WebSmart, and other productivity tools. Academic programs are enhanced by platforms such as Accudemia, OneSearch, and additional academic software. Teaching and learning leverage tools like Canvas, Panopto, Ease Learning (Canvas tech support), and other educational technologies, while student services utilize systems such as Salesforce (CRM), Degree Works, MyMajors, and various subscription-based software solutions. For a comprehensive list of software supporting the college's technology infrastructure, please visit the ITS website.

Full-time employees are provided with standard district-issued technology, as outlined in the **Device Request Form**, accessible via the college's **Media Services** website menu. Additional peripherals recommended by **Information Technology Services (ITS)** are optional and can be purchased through the employee's division or department office.

Part-time employees have access to similar technologies in conveniently located offices across campus. **Skyline College classrooms** are equipped with standard teaching and learning technologies, including projectors, screens, audio/visual systems with HDMI cables, and control panels. For more information, visit **skylinecollege.edu**.

College Website

The college website, skylinecollege.edu, and its subdomains are managed by the Marketing, Communications, and Public Relations (MCPR) department, with updates contributed by employees across campus. While MCPR oversees the website's overall architecture, user experience, style, and functionality, updating informational content is a collaborative effort between MCPR and various departments and campus groups.

Departments are encouraged to review their web pages at least once per semester to ensure the information is accurate, relevant, and up-to-date for students, employees, and the community. Employees may request edit access to the Modern Campus content management system to make updates directly. Alternatively, they can review their webpages, compile a list of updates, and submit a request for MCPR to implement the changes on their behalf.

The subdomains are essential tools for communication, engagement, and resource sharing

across the campus community. Each subdomain serves a unique purpose and may require specific access methods for updates or submissions. These tailored processes ensure that content is managed efficiently and remains accurate and relevant. Subdomains that require different access methods include:

- events.skylinecollege.edu | Add your events yourself through the submission form.

- skylineshines.skylinecollege.edu | Contact MCPR to submit an article.

- catalog.skylinecollege.edu | Updated annually in April-July. Contact MCPR for any urgent edits.

- jobs.skylinecollege.edu | Submit a campus job posting through our submission forms.

Accessibility

Skyline College is committed to fostering an inclusive environment for all individuals and has taken significant steps in recent years to adopt a universal approach to accessibility on campus. These efforts include:

- Integrating assistive technology software on student-use computers in campus labs, the Library, and the Learning Center, as well as other locations.

- Enhancing accessibility services through the Educational Assistance Center (EAC) for students, complemented by accessibility training provided by the Center for Transformative Teaching and Learning (CTTL) in collaboration with the EAC.

- Exploring, providing, and supporting technology that empowers faculty and staff to develop accessible resources across college and district digital platforms, identify accessibility barriers, and facilitate remediation.

- Allowing instructors to make extended time adjustments for exams and quizzes in the Canvas LMS for students with approved accommodations.

These actions reflect Skyline College's dedication to ensuring equitable access to education and resources for all members of its community.

Planning, updating, and replacing technology infrastructure to support the college mission.

The district's Information Technology Services (ITS) department plays a vital role in supporting Skyline College's technology infrastructure. According to the ITS Strategic Plan, a dedicated ITS technician is stationed on campus to assist with technology purchases, perform regular software updates, maintain an inventory of installed technology, and handle the installation of new equipment. Additionally, a centralized Help Center enables ITS to efficiently manage and track requests for assistance from faculty and staff.

Technology replacement planning for the college is a collaborative effort between the district ITS office, the college library, and the Vice President of Administrative Services. As outlined in the ITS Strategic Plan, ITS provides equipment replacement strategy recommendations based on available college funding and existing inventory. Computer labs are upgraded or replaced according to academic needs, in consultation with deans and faculty based on the following schedule replacement criteria:

- Faculty or staff are unable to efficiently perform tasks due to outdated equipment.

- The computer is 4 or more years old and no longer meets the minimum ITS specifications.

- The computer has a history of an above-average number of work orders.

This structured approach ensures that technology resources remain current and aligned with the needs of the college community.

Ensuring reliable access, safety, and security throughout the college ecosystem.

The district's **Information Technology Services (ITS)** department ensures reliable access, safety, and security for Skyline College's technology infrastructure. The following sections include direct quotes from the **ITS Strategic Plan** (pp. 1, 4, and 15):

The district ITS department ensures **optimum bandwidth** for file shares, **Banner® access**, and backup services. In the event of primary service outages, the districtwide interconnection is designed to **reroute traffic via alternate campuses**, allowing internet, intranet, and phone services to be restored instantly. The college connects to **CENIC's high-speed research and education network** through primary and backup routes. The campus also features numerous wireless access points, strategically located within classrooms and open areas. ITS continuously assesses campus needs and adds access points as necessary to enhance coverage.

Network security is maintained through a variety of tools and techniques. The current firewall, recognized as a **next-generation firewall**, provides robust perimeter protection against denial-of-service (DoS) attacks, viruses, and malware.

The college utilizes three primary **VLANs** within the district: administrative, instructional, and public.

- The **administrative VLAN** provides district employees with access to **Banner** and other electronic resources, requiring appropriate authentication credentials.

- The **instructional VLAN** supports labs and classrooms where students use college-owned devices to access instructional resources locally or online.

- The **public VLAN** allows campus guests and students with personal devices to access the internet while restricting access to other district VLAN resources.

This comprehensive approach ensures that Skyline College's technology infrastructure remains secure, reliable, and adaptable to the needs of its community.

Single Sign-On (SSO)

The district uses **OneLogin**, a product by One Identity, to provide streamlined and secure **Single Sign-On (SSO)** authentication for most district software. This system enhances user convenience and security by enabling access to a wide range of applications, including **Banner 9**, **Canvas**, **Zoom**, **Microsoft Office 365**, **Rave**, **Formstack**, **Adobe Creative Cloud**, **Modern Campus**, **Ex Libris**, **Dropbox**, and more—all with a single set of credentials.

ITS Data Center

To ensure the reliability of services hosted by ITS at the District Office, the Facilities Department has installed and maintains an emergency generator capable of providing backup electrical power indefinitely during outages. For fire protection, the Computer Center is equipped with a VESDA (Very Early Smoke Detection Apparatus) system, which systematically shuts down equipment and triggers appropriate warnings in the event of a fire or equipment overheating.

ITS performs daily backups of all administrative data stored on its servers, supported by a comprehensive backup strategy that ensures data recoverability. Backup data is written to high-density tapes and disk-based systems for quick recovery and is securely stored off-site on a

weekly basis.

Additionally, ITS facilities across the District host and support the network services required to operate the District's security system, ACAMS. This robust infrastructure ensures the continuity, security, and recoverability of critical systems and data.

Disaster Recovery Center

ITS ensures the protection and recoverability of all administrative data through a robust disaster recovery strategy. Daily backups of server-based data are conducted and written to high-density tapes, which are securely stored off-site on a weekly basis.

Most administrative system servers have been migrated to the **Oracle Cloud Infrastructure (OCI)**, where data is safeguarded through multiple layers of backup. The systems utilize **Oracle Database Zero Data Loss Autonomous Recovery Service** for disaster recovery and protection against ransomware attacks, allowing databases and applications to be restored at any time, even if production systems are compromised.

For additional security, **Oracle Database Export** features are employed to create backups that are stored on-premises, providing another layer of protection. Within OCI, SMCCD's primary data is stored in one physical location, while backups are distributed across nearby buildings for enhanced redundancy.

ITS also maintains backup systems to enable rapid recovery and data replication, ensuring continuity even in the event of a data center outage. This comprehensive approach minimizes risks and enhances the reliability of the college's critical systems.

Telephone and Voicemail

SMCCCD utilizes the **Mitel Unified Communications System** to meet daily phone communication and voicemail needs across its **District Office**, **three college campuses**, and **three satellite offices**. This system operates using **VoIP protocol** on the SMCCCD network and supports:

- Over **1,800 desk phones**

- More than **450 analog devices** (including fax lines, courtesy phones, and elevator phones)

- Over **150 Zoom phone soft clients**

The voicemail solution, **NuPoint**, a Mitel product, integrates seamlessly with **Microsoft Exchange**, allowing voicemail messages to be delivered directly to an individual's email inbox for enhanced accessibility and convenience.

Employee Email

ITS provides a unified messaging service for employees of the Colleges and District Office, encompassing both email and voicemail functionalities. The system is built on **Microsoft Office 365** and **Mitel Unified Communications**, with additional tools like **SharePoint** to support collaboration and productivity.

The system currently supports over **3,000 email accounts**. To enhance security and minimize spam, ITS employs **Microsoft A5 built-in security filters**, ensuring a more reliable and efficient email experience for all users.

Providing technology training and support for faculty, staff, students, and administrators.

Skyline College is committed to equipping its community with the skills and resources needed to effectively utilize technology for teaching, learning, and daily operations. Through collaborative efforts between ITS, the CTTL, Media Services, and the Distance Education Committee, the college provides comprehensive training and support tailored to the diverse needs of faculty, staff, students, and administrators.

Technology Support and Help Desk

Student technology support is provided by Ease Learning, a vendor secured by the district ITS to handle Canvas help requests from faculty and students. Students can also access technology assistance directly within Canvas via the Help menu in the global navigation.

Faculty and Staff Training

The **Center for Transformative Teaching and Learning (CTTL)** offers comprehensive instructional design and distance education training for faculty. This support is delivered through workshops, one-on-one consultations, hybrid office hours, and an **audio and video production service** to help faculty integrate multimedia into their courses. The **Instructional Technologist** provides individualized support for Canvas and other educational technologies through consultations and workshops.

Locally, **Media Services**, in collaboration with the Instructional Technologist, provides **classroom technology support** and offers one-on-one training sessions on using classroom equipment. Additionally, the CTTL assesses faculty technology training needs and hosts a series of workshops, events, and consultations to address those needs.

The college also offers technology training and support through various initiatives:

- **Flex Day workshops** hosted by ITS Web Services, covering a wide range of IT topics for faculty and staff.

- One-on-one consultations with ITS staff on specific technology issues.

- Video studio production and video editing training provided by the CTTL.

Distance Education and Standards

The Distance Education Committee, under the Academic Senate and led by the Distance Education Coordinator, oversees resources and training related to distance education. The committee ensures that online instructors have the necessary tools and training to comply with federal, state, district, and ACCJC distance education standards and regulations. Technology training for employees is also supported through:

- Vendor-provided training resources.

- ITS-requested training sessions.

- Departmental training initiatives.

- Distance education workshops and materials.

This multi-faceted approach ensures that all members of the college community–faculty, staff, students, and administrators–receive the technology training and support they need to succeed.

Policies and procedures regarding technology in teaching and learning.

Skyline College is dedicated to ensuring that technology is effectively integrated into teaching and learning through clear policies and procedures. These guidelines provide a foundation for maintaining quality, compliance, and innovation in distance education and classroom instruction. Below are the key policies and resources:

District Administrative Procedure AP4105

District Administrative Procedure AP4105, also known as 6.12.1, governs distance education within the district. This policy outlines standards and procedures to ensure the quality and integrity of online and hybrid courses. Key components include:

- Course Approval: Establishes criteria for approving distance education courses, ensuring they meet the same academic standards as traditional face-to-face classes.
- Instructor Contact: Mandates regular and effective contact between instructors and students, promoting engagement and academic success.
- Accessibility: Requires that all distance education courses comply with accessibility standards, providing equal access to students with disabilities.
- Authentication: Implements measures to verify student identity, maintaining academic integrity in the online learning environment.

For detailed information, refer to the full policy document.

Computer and Network Board Policy 2.34

Board Policy 2.34 outlines the San Mateo County Community College District's guidelines for the appropriate use of its electronic technology resources by employees and students. The policy emphasizes responsible usage to support educational and administrative functions while safeguarding the integrity of the District's technological infrastructure.

Key aspects of the policy include:

- **Authorized Use**: Permits personal use of District computers and networks, provided it does not interfere with job performance or the operation of District systems.
- **Privacy Considerations**: While the District respects users' privacy, it notes that communications on District systems may be subject to disclosure under laws such as the California Public Records Act.
- **Monitoring and Inspection**: Specifies conditions under which the District may inspect or disclose electronic communications, including legal requirements, suspected policy violations, or emergency situations.

This policy ensures that technology resources are used ethically and effectively, aligning with the District's educational mission.

Distance Education Handbook

The college has an up-to-date Distance Education (DE) Handbook as a comprehensive resource for faculty and staff. It covers policies and procedures for using technology in teaching and learning, including:

- **Accessibility and Universal Design**

- **FERPA, Copyright, and Fair Use**

- **Learning Management System (LMS) and LTI use**

- **Certification and Recertification Requirements** for teaching online

- **Approval Process** for distance education courses

- **Attendance Policies** and **Regular Substantive Interaction** requirements

This handbook serves as a critical reference for faculty navigating online and hybrid teaching.

Education Master Plan (EMP)

The college has an updated [Education Master Plan](#) (2024-2028) provides strategic guidance for the campus community over the next four years. It outlines six strategic goals, and the Technology Plan is directly aligned with these goals to ensure cohesive and effective planning.

These policies and resources work together to support Skyline College's commitment to excellence in technology use for education.

Fiscal Resources for Technology

In accordance with ACCJC Accreditation Standard 3, Skyline College implements, enhances, and secures its technology resources to support and sustain educational services and operational functions. The college prioritizes funding for technology—both hardware and software—to sustain and enhance teaching, learning, and support services. These efforts are designed to achieve equitable educational outcomes and align with the goals of the Educational Master Plan through the following actions:

- Establishing a continuous process to articulate, assess, plan, and prioritize technology needs, ensuring optimal funding allocation.

- Evaluating and developing processes to procure and maintain technologies that support teaching, learning, and employee productivity, with a focus on total cost of ownership.

- Collaborating with ITS and Administrative Services to secure funding for technology purchases through various sources, including:

- o Technology Fund: Standard district-issued technology is provided to new employees to support their work. Technologies beyond the standard issue must be funded through alternative sources.

- o Department Funds: Each division maintains a budget for departmental expenditures under the oversight of the division dean.

- o Grant and Categorical Funds: Technologies purchased through grant funding are managed by the grant's project lead and used to support grant outcomes. If a grant or program concludes, any hardware or intellectual property purchased becomes the property of the college.

This strategic approach ensures that technology investments are sustainable, equitable, and aligned with the college's mission and strategic goals.

Technology Strategies and Examples by Constituency

The **Skyline Technology Plan** is a dynamic document designed to adapt to the evolving needs of the college's constituency groups. It is built upon a conceptual framework comprising five core areas:

1. **Supporting the institution's operations, academics, teaching and learning, and support services.**

2. **Planning, updating, and replacing technology infrastructure** to align with the college mission.

3. **Ensuring reliable access, safety, and security** across the college ecosystem.

4. **Providing technology training and support** for faculty, staff, students, and administrators.

5. **Establishing policies and procedures** for technology use in teaching and learning.

While addressing specific technology needs across the campus, the plan is intentionally broad to accommodate emerging trends, such as Ai and VR, and technological advancements. This flexibility enables the **Technology Advisory Committee (TAC)** to collaborate with the **Strategic Planning and Allocation of Resources Committee (SPARC)** in making fiscally responsible recommendations to the **College Governance Council (CGC)**.

The **strategies by constituency group** table below provides examples of activities aligned with **ACCJC Standard #3** and Skyline College's **Educational Master Plan**. These examples aim to clarify the technology needs of various constituency groups, ensuring transparency and inclusion. The examples are not exhaustive and will evolve as needs change.

This approach reflects Skyline College's commitment to a collaborative and inclusive decision-making process. By integrating input from faculty, staff, students, and administrators, the plan ensures that technology initiatives are not only aligned with institutional goals but also responsive to the diverse needs of its community. This collaborative framework positions Skyline College to adapt proactively to future challenges and opportunities in technology integration.

	Strategy A	Strategy B	Strategy C	Strategy D	Strategy E
	Instruction	Student Services	Student Equity	Employee Technology	Collaboration ITS
Alignment w/ACCJC **Standard 3: Infrastructure and Resources**	• Multimodal Classrooms • AI, AR, VR to support learning outcomes • Canvas (LMS) with LTI integrations • FLEX Days • Technology Training • Accudemia • One Search • Distance Education training • Accessibility Support Tools	• Salesforce (CRM) • Degree Works • MyMajors • Assistive Technology	• College Website	• District issued technologies • Productivity tool subscriptions • Banner • Zoom	• Administrative Services • Network Services & Infrastructure (see list of software that supports technology infrastructure) • CENIC • Single Sign-on user authentication

Alignment w/EMP Strategic Goal 3: Ensure that all students have the support and resources needed to achieve their educational goals (p.21).	• Classroom technology - i.e. projectors, screens, A/V with HDMI cables and control panels, upgrades as needed • Student used technologies in labs and library • Productivity software for specific disciplines • Peninsula Library System • Instructional Technology and Web Services • Computers and Media, Service and Support	• Tableau student engagement proactive data Dashboards	• Library Technology Resources for Course Work – i.e Library Technology Loan	• Telephone & Voicemail - NuPoint, a Mitel product, Microsoft Exchange • Sharepoint • WebSmart, • Zoom • Class Search	• Construction Support Services • Disaster Recovery Site • Video Surveillance Systems • Emergency Contact Systems • Building Management Systems • Network Security - ACAMS, Oracle Database Zero Data Loss Autonomous Recovery Service, Oracle Cloud Infrastructure, Microsoft A5 • VLAN • VESDA - smoke detection for computer center • ITS requested training

Technology Plan 2024-2029

DRAFT

Technology Advisory Committee

Skyline College

Technology Plan Goals

- Align Technology Plan to EMP

- Meet ACCJC ISER expectations

5 Parts Framework

1. *Supporting the institution's operations, academics, teaching and learning, and support services.*

2. *Planning, updating, replacing technology infrastructure to support the college mission.*

3. *Ensuring reliable access, safety, and security throughout the college ecosystem.*

4. Providing technology training and support for faculty, staff, students, and administrators

5. *Policies and procedures regarding technology in teaching and learning.*

1. *Supporting the institution's operations, academics, teaching and learning, and support services.*

Examples:

Accessibility, networked assistive technology, Multimodal classrooms, Canvas LMS, One Search, Panopto, Accudemia, CRM, Degree Works, MyMAjors, Peninsula Library System, Emergency Contact Systems, etc.

2. *Planning, updating, replacing technology infrastructure to support the college mission.*

Examples:

Computer replacement schedule, ITS Help Center, request tracking, purchasing, inventory, software updates

3. *Ensuring reliable access, safety, and security throughout the college ecosystem.*

Examples:

Employee email, telephone & voicemail, Disaster Recovery Center, ITS Help Desk, ITS Data Center, Single Sign On

4. **Providing technology training and support for faculty, staff, students, and administrators**

Examples:

Student tech support by Ease Learning, ITS Help Desk, CTTL, DEAC

5. *Policies and procedures regarding technology in teaching and learning.*

Examples:

DE Handbook, College budget priorities, tech resources to support educational services and operational functions

Thank You

Skyline College