The assessment considers key services that exist in the Client’s current environment and evaluates how technology is used to support and advance the business processes within the various service areas.

**High level summary of the current trajectory of the Digital Transformation for Client**

- **Key Service 1**
  Summary recommendation

- **Key Service 2**
  Summary Recommendation

- **Key Service 3**
  Summary Recommendation

- **Key Service 4**
  Summary Recommendation

- **Key Service 5**
  Summary Recommendation

- **Key Service 6**
  Summary Recommendation
Recommendations and Roadmap

Recommendations and a roadmap for the implementation of improvements to Key Services are provided in the final report.

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Pillars / Aspects

- Instructional Technologies
- Student Information Systems
- Student Success and Support Systems
- Business Intelligence
- Physical Campus Technologies

- Employee as Digital Citizen
- Student as Digital Citizen
- Continuing Education
- Marketing and Communications
- Electronic Security
- Technical Infrastructure
Instructional Technologies

Description

Instructional Technologies are the technology platforms and tools used in the delivery of education. Instructional Technologies include all supports used in the act or process of teaching. This also includes technology supports for faculty used in the lifecycle of a class over a term.

Target Audiences

- Faculty – leading and delivering programs/classes for students.
- Students – consumers/customers who are receiving instruction.

Key Themes

- Accessibility
- On-line/hybrid delivery

Principal Components/IT Systems

- Canvas - Learning Management System (LMS)
- Zoom - Collaboration platform supporting online classes
- Yuja - Higher-Ed Video Platform
- Library Student Computer Labs

Now, Next, Later Phases

Canvas - (LMS) Learning Management System

Current Canvas Integrations

Math Courses

Innovative Technology Grants
Pillar Landing Page

- Description
- Target Audiences
- Key Themes
- Principal Components/Systems
- Campus Initiatives/Strategies
## Instructional Technologies - Now, Next, Later

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<th>Component</th>
<th>Description</th>
<th>Now</th>
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| Canvas             | Learning Management System   | • Adding high school students that haven't gone through HCC admissions application process for dual credit courses - This is developing a solution for a processing gap.  
  • Not in IT Plans - Promote the Canvas 100 course to incoming student body | • Simple Syllabus - This effort provides faculty with more prefilled data and provides the ability to download Simple Syllabus for the requirements of a program.  
  • LTI Publisher Updates to 1.3 - Latest version of the LTI standard that focuses on improving security for integrations and student data. | • Investigate Faculty/classroom feedback capabilities as a potential replacement for Class Climate Scantron. |
| Yuja               | Enterprise Video Platform    |                                                                      |                                                                      |                                                                        |
| Zoom               | Video Conferencing (Cloud)   |                                                                      |                                                                      |                                                                        |
| Library Computer Labs |                              | • Enhance wireless capabilities  
  • Implement wireless printing accessibility |                                                                      |                                                                        |
Accessibility

Now (current state):

Using Monsido to scan our site for issues. Currently working through known errors with editors and updating their accessibility knowledge.

Next (targeted goals):

Remove errors too complicated for regular editors, such as table errors. Periodically review error type: Review level issues and reduce notices to zero.
Web pages that work together seamlessly and have an up-to-date cohesive look.

Student Portal

Design Thinking Document (PDF)

Now:
IT Master Plan Strategic Alignment

College-Wide Goals

- Promote Student Access and Success
- Systemic Culture of Equity, Diversity and Inclusion
- Ensure Resource Stewardship
- Serve as a Community Resource
- Model Effective Communication, Collaboration and Transparency

College Initiatives

- Achieved Through
- Strategic Enrollment Management Plan
- Online Learning Plan
- Instructional Technologies Plan
- Academic Plan
- Facilities Master Plan
- Financial Plan
- Innovative Technology Grant
- Finance and Admin
- From CI Portal

IT Pillars

- Achieved Through
- Work Ready Platforms
- Solid Cybersecurity and Highly Available Infrastructure Ops
- Intuitive Online Instructional Delivery
- Interactive / Predictive Analytics
- Hybrid Cloud

IT Initiatives

- Create or Improve
- Student Information System
- Student Success and Support Systems
- Instructional Technologies
- Marketing and Communications
- Physical Campus Technology
- Business Intelligence
- Continuing Education
- Financial Systems
- Human Resource Systems
- IT Infrastructure

IT Goals

- Achieved Through
- Work Ready Platforms
- Solid Cybersecurity and Highly Available Infrastructure Ops
- Intuitive Online Instructional Delivery
- Interactive / Predictive Analytics
- Hybrid Cloud
Questions?