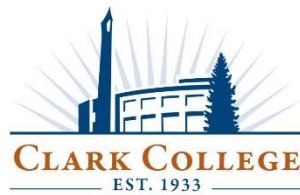


Clark College

Information Technology

2019 – 2023 Strategic Plan



Executive Summary

The IT Plan identifies the information technology goals, outcomes and actions primarily needed to support Clark College's strategic and academic plans. Central to the IT Plan is Clark College's mission "in service to the community, guides individuals to achieve their educational and professional goals."

The purpose of the IT Plan is to identify and integrate the technology solutions necessary to fulfill the Clark College mission and accomplish the college-wide objectives with the Clark College 2020 Strategic Plan and beyond. In addition, the IT Plan outlines the necessary infrastructure and solutions required to align with other existing college wide plans and initiatives including Guided Pathways, Academic Plan, Social Equity Plan, and Facilities Master Plan. The IT Plan will guide the college in the allocation of resources and in prioritizing future investments in support of these areas.

IT Planning Process

Governance – Ensuring continued improvement

The IT Plan was developed through monthly and quarterly meetings by the [Information Technology Committee](#) in collaboration with the Student [Tech fee Committee](#) with stakeholder engagement from the student government [Associated Students of Clark College](#) (ASCC), input from the [Environmental Integrity Council](#), and from faculty leadership with engagement from the all Deans and Operations managers meetings and with input from the budget committee. Additional feedback and input on technology needs has been gathered via college wide surveys with a focus on classroom, and general technology needs. These surveys were sent to all Clark College students, faculty and staff (results attached).

A thorough planning and intake process has been conducted over the past year ensuring shared governance was applied in identifying critical technology needs of the institution and to provide a roadmap for technology investments. Engagement with these standing committees and working groups ensures continued improvement for IT services.

The 2019-2023 IT Plan has been developed and will be regularly reviewed throughout its implementation via established ongoing IT Governance process ensuring continual feedback on progress to completion.

Technology is a critical function needed for the college to achieve mission fulfillment and is a vital component of the conditions necessary to facilitate student learning. The IT Plan is a crucial component in Clark College's Academic, Social Equity and Facilities Master Plans.

Mission, Goals and Principles of Information Technology Services

Clark College's IT services department is committed to

1. OUR IT Mission
 - To develop an Information Technology plan that supports the College's vision, mission, values and core themes through: Academic Excellence, Social Equity, Economic Vitality and Environmental Integrity
2. OUR IT Goals
 - Implement technology necessary to support students, faculty and staff at Clark College within the framework of [Guided Pathways](#) that aligns with the Academic Plan
 - Consistent and relevant IT Infrastructure services, backup and support
 - Cyber Security and Data Integrity
3. OUR IT Principles

- Teamwork and mutual respect
- Honesty and integrity
- Dedication and commitment

Accessibility statement

Clark College values accessibility as outlined and in accordance with federal and state laws and guidelines. Clark College is committed to providing accessible technology in its educational and administrative services, programs and activities.

Clark College Information Technology (IT) services strives to comply with all accepted guidelines and standards for accessibility and usability. IT services is committed to continual improvement and in meeting the ethical and legal obligations in accordance with the Americans with Disabilities Act, the Rehabilitation Act of 1973, with Web Content Accessibility Guidelines (WCAG) 2.0 and with Washington State compliance requirements. Clark College IT services is committed to increasing accessibility for students, faculty, staff and our greater community by working towards continuous improvement to ensure technology is accessible for all.

To meet this commitment, IT services has adopted policies, practices and procedures and meets its oversight responsibility with the creation of [Application Development Oversight and Planning Committee](#) (ADOPC) and with IT member active participation in other Clark College committees and working groups with accessibility at the forefront.

Clark IT supports all available accessibility resources including, but are not limited to:

- IT software procurement through [ADOPC](#) intake form VPAT requirements
- IT internal web and [application development](#)
- WCAG compliant [websites](#) and web applications providing users with accessibility needs the ability to perceive, understand, navigate and interact with our sites
- Accessibility for students in CANVAS [online course content](#)
- Accessible step-by-step CANVAS guides for [faculty](#)
- Providing Adaptive computer Technology Services
- Providing accessible podiums for instructors enhancing the teaching environment

IT services is committed to following guidelines that help in providing functional, accessible, and interactive spaces with equal access to information, materials, and services for all IT users at Clark College regardless of ability.

IT Vision Statement

Clark College IT Services will develop and maintain sustainable Information Technology endpoints and computing infrastructure that supports the College mission and provides to students, faculty, staff and community stakeholders necessary and appropriate access to College IT resources.

Clark College IT Services is committed to foster and advance the necessary technology initiatives for education and the administration for the college. The strategic initiatives outlined within Clark College's [Strategic plan](#) are broken into core themes and objectives¹. For IT Services this vision means that the

¹ Clark College Strategic Plan: http://www.clark.edu/about/governance/strategic_plan/strategic-plan.pdf

College IT Infrastructure and services will provide the appropriate campus IT resources for all accepted teaching/learning practices and methodologies and in addressing stated IT goals

IT Plan Purpose

Technology plays a pivotal role in supporting students, faculty and staff within in each core theme area.

1. Academic Excellence by:
 - a. Creating and advancing accessible, integrated and technology-enriched learning environments
 - b. Engage faculty, administrators and staff in professional development experiences that enhance student learning
2. Economic Vitality by:
 - a. Improve college affordability for students by expanding access to services
3. Social Equity by:
 - a. Create and sustain accessible and inclusive environment by utilizing principles of universal design and social justice so that all students can achieve equitable outcomes
4. Environmental Integrity by:
 - a. Improve the college's physical and virtual environment to maximize access and appropriate use of space and technology

IT Strategic Goals and areas of focus

The IT Plan provides strategic goals to support the transformation of engaging students in learning opportunities within the guided pathways framework. The Clark College 2015 – 2020 Strategic Plan mission states “Clark College, in service to the community, guides individuals to achieve their educational and professional goals.” The college categorized its work to achieve mission fulfilment within the four core themes: Academic Excellence, Social Equity, Economic Vitality and Environmental Integrity. Technology is identified as a crucial tool to enhance student learning and fulfilling its mission.

The IT strategic goals and areas of focus addresses the technological needs required to achieve the college's stated mission and subsequent plans. Specifically these goals listed identifies the technology needed to transform the college in support of guided pathways.

The 2019-2023 IT Plan has been developed and will be regularly reviewed throughout its implementation via established ongoing IT Governance process ensuring continual feedback on progress to completion.

The goals and areas of focus will:

IDENTIFY SPECIFIC GOALS AND STRATEGIES FOR ACHIEVING

Identify actions

State outcomes

1. PROVIDE EXCEPTIONAL IT SERVICES

- a. Enhance the effectiveness of faculty, staff and students by enabling IT services and infrastructure through:
 - i. Update wireless services
 - ii. In coordination with Facilities refine data center power requirements for consistent IT service offerings
 - iii. Improving internet data upload/download speeds and computing services

- iv. Provide continual technology enhancements and replacements for faculty, staff and classroom use
- v. Create and sustain an accessible and inclusive environment by utilizing principles of universal design and social justice so that all students can achieve equitable outcomes

2. CYBER SECURITY AND COMPLIANCE

- a. Reduce institutional exposure to information security threats by:
 - i. Establishing a network (NOC) & security operations center (SOC)
 - ii. Continually review WA state compliance requirements and apply to Clark policies and procedures
 - iii. Actively work toward compliance in all areas of information security
 - iv. Emergency preparedness and contingency planning for continuity and recovery of operations

3. DIGITAL LEARNING

- a. Deliver up to date digital learning and instructional tools to help faculty and students achieve greater success plans
 - i. Work in collaborative efforts with office of instruction and the Clark College bookstore to provide online e-books for students
 - ii. Provide canvas and studio training for online instruction
 - iii. Provide Canvas shells for all classes and all instructors
 - iv. Expand IT lab services
 - v. Improve the colleges physical and virtual environment to maximize access and appropriate use of space and technology

4. DATA ANALYTICS

- a. Ensure that data and information are relevant, convenient and support faculty and campus use
 - i. Work with state agency to ensure ctcLink data is available
 - ii. Continued application development to meet the gap in data availability needs
 - iii. Implement and institutionalize practices that increase academic performance, retention, and completion

5. TECHNOLOGY INNOVATION

- a. Embrace the principles of innovation and leverage advanced technology opportunities
 - i. Ensure all IT service offerings are mobile first and mobile friendly
 - ii. Commit to accessibility standards
 - iii. Create and advance accessible, integrated and technology-enriched learning environments