Significantly upgrade and expand the utilization of technology systems that enhance learning, optimize institutional resources, and contribute to improved levels of communication and organizational effectiveness.

GAPS IDENTIFIED AT 4/16 RETREAT – STRATEGIC PRIORITY 7

I. TECHNOLOGY
   A. Internet bandwidth insufficient to meet growing use.
   B. Wireless infrastructure is spotty, not pervasive throughout all buildings at all campuses.
   C. College is not prepared to support mobile devices and other new technologies.
   D. Not enough ways for students to interface with services.
   E. Incomplete conversion to efficient automated systems.

II. INFORMATION AND COMMUNICATION
   A. Lack of knowledge about what equipment/applications are available where.
   B. Information on the web not up-to-date, e.g. wireless map not current.
   C. Lack of confidence/incentives to overcome fear of/resistance to new technologies.

III. RESOURCES AND STAFFING
   A. Equipment/Applications replacement cycles not in place, departments must put hours and effort into (sometimes unsuccessful) attempts to replace obsolete hardware and/or software.
   B. New needs for equipment or applications not met without great effort or not met at all.
   C. No dependable funding stream for technology.
   D. Many types of applications are lacking or outdated.

IV. EXCELLENCE IN TEACHING AND LEARNING, AND PROFESSIONAL DEVELOPMENT
   A. Lack of capacity to apply promptly developing technologies and modalities to teaching/learning.
   B. Insufficient help for students who are not already fluent computer users.
   C. Insufficient help/training for employees who need to learn new ways of doing things.
   D. Lack of leadership in using new modalities, e.g. youtube.
   E. Lack of training and support holds College back from fully implementing efficient technologies.
   F. Not enough modes for receiving support in learning technology (interactive online, in-person coaching, etc.)

V. ACCESS, INCLUSIVENESS, AND "DIVERSITY"
   A. Online and tech-enhanced courses less accessible to students who don’t own computers.
   B. Lag in availability for new wireless users, because authentication is done by hand.
   C. Lack of single sign on for students to access registration, financial aid, online courses, library resources, etc.
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D. Many specific limitations to access: examples just for email: groupwise mailbox size, lack of automatically generated gmail accounts for noncredit students, etc.
E. Failing to connect our students to many electronic conduits of education and information, e.g. downloadable sound files.

VI. CAMPUSES AND COMMUNITIES
A. Internet bandwidth insufficient to meet growing use.
B. Equipment and support not sufficiently available in everywhere.
C. Geographical separation between specific problems that need solving and the person with the specific knowledge to solve leads to problems not being solved and/or inefficient travel time.
D.  

DRAFT – DO NOT CIRCULATE