Strategic Priority #7. 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.

7.1 Strengthen and expand educational technology programs.

- Online instruction and hybrid courses have been increased. In the spring 2010 semester TMI is supporting almost 6000 students in online education enrolled in over 150 sections and taking over 115 different courses. TMI is supporting 141 tech-enhanced course sections in the spring 2010 semester. A student can complete approximately 85% of the requirements for an AA/AS degree by through online classes or telecourses. Students can complete approximately 95% of the courses required to transfer to the CSU or fulfill the IGETC pattern by taking an online classes or telecourses. Online courses attract many students to City College and have won eleven statewide and two national awards for quality of course design.

- Insight (Moodle) was adopted as the College's new open source learning management system and every online course now uses it.

- The use of interactive television (IPTV) to deliver educational programming to students at various campuses has been explored, with concerns arising relating to feasibility, costs, and the size of a potential IPTV audience. Every campus has at least some video infrastructure in place.

- ‘Smart carts’ are available throughout the district, although some faculty are not aware of them or know how to arrange to use them.

- Programming of CCSF’s educational access television (EATV) has been improved and expanded.

- A Model for Technology Integration (MTI) was developed.

- The Technology Learning Center has expanded website information, workshop offerings, online training, and custom training to departments.
Strategic Priority #7. 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.

7.2 Improve network services

- The rollout of network infrastructure was completed, including a fiber optic ring connecting all campuses.

- Voice over Internet Protocol (VoIP) have replaced analog telephone systems.

- There are more than 50 wireless access points for CCSF use, with more to come. Wireless is available at every campus, although communication around it could be more clear.

- Email accounts are made available to all credit students, and need to be available to all noncredit students also.

- For credit and non-credit faculty, the rollout of desktop and laptop computers (started in 2001) was completed but a replacement cycle has not been established.

- Most CCSF faculty, students, and staff (but not all) are now aware of computers available to them through labs and other means.

- More equipment and more training are needed.
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7.3 Expand College capacity of technical support and organization.

- Many campuses now have technical support staff through ITS, as well as designated instructors who can assist with technology concerns.
- The College is in the process of hiring a Chief Technology Officer.
- The capacity of student support services has been expanded with computerized assessment centers, electronic educational planning, transcript services, and certificate/degree/transfer audit programs.
- Students have 24/7 access through Library and Learning Resources to information competency tutorials, eBooks and full text databases.
- Class schedules and final exam schedules are online.
- City Currents has gone online.
- A content management system (CMS) has been adopted and the primary College web pages been implemented.
- Use of email and electronic documents instead of paper distribution has become widespread throughout the college.
Strategic Priority #7. 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.

7.4 Expand applications for an improved administrative system and working environment.

- Faculty resources such as class lists, adds/drops/withdrawals, and census data have been made accessible online.

- Times and hours for students to register online have been expanded to enhance access to classes.

- The conversion of paper-intensive systems to electronic ones is an on-going project which has affected ID cards, paychecks, timesheets, grades, and the admissions applications.

- In many areas automation has been partially implemented, but not completed. Examples are forms which are can be printed online but cannot be submitted online, online information which may be available to faculty, but not to classified staff or administration.

- Human Resources has converted most aspects of the hiring process to electronic documents accessed online.

- Electronic scanning system systems have been implemented in tutoring and academic labs.