

**TECHNOLOGY 2018-2022 Master Plan**

TMP Goal	TMP Objective	LINK to SMP GOAL	TARGET METRIC TO MEET 2022 GOAL	SOURCE OF DATA
1. Improving campus technology services and operations.	1. All approved service requests are addressed within two (2) weeks.	SMP Goal D.3	Resolve requests in an average of two weeks	Jitbit report
	2. Tech Refresh – ensure all technology devices and software (e.g. MS Office, Adobe, etc.) have been replaced and/or updated as scheduled by the Technology Replacement Plan	SMP Goal D.3	College approved technology Refresh schedule as permitted through the annual budget process.	Asset Management data
	3. Develop and maintain an accurate Technology Inventory.	SMP Goal D.3	All technology should match asset policy and be reflected in the asset management database	Asset tracking/management inventory
2. Enhancing faculty and student engagement with technology.	1. Support Faculty in delivering instructional materials in academic ways by providing LMC access and training for all faculty	SMP Goal D.4	100% of instructors have access to LMS and Instructive training.	Pierce-On-Line record of course sections using campus approved LMS AND internal survey by OIE.
	2. Ensure Wi-Fi bandwidth is reliable in all instructional areas to support instructional needs.	SMP Goal D.4	90% of users in instructional areas can access Wi-Fi in buildings with PMO Infrastructure.	CAMPUS Survey
	3. Provide technology for instructional purposes in every active classroom/lab and ensure it is maintained.	SMP Goal D.3	Comply with College Technology Replacement Plan.	Asset tracking/management inventory
3. Ensuring access and compliance.	1. Create a website which reflects a logical layout and has content to meet student and employee needs (easily navigated and ADA compliant)	SMP Goal D.2	Meet legal standards on each type of website audit and create a mobile compatible website.	Website audit/tester for ADA compliance and survey of users.
	2. Ensure that college Wi-Fi network is sufficiently robust to support college operation/instruction and student use AND coverage is compliant with ESC standards.	SMP Goal D.3	Compliance with ESC Standards as funded through PMO Sources.	Wi-Fi penetration map

	3. Support a resilient Fire/Life Safety component network to achieve 24/7/365 operations.	SMP Goal B.3 SMP Goal D.3	All Fire/Life Safety technology components of College EMS plan are operational.	Log of testing/Reg 5 test and manual test 2 6 month intervals of all Fire/Life Safety components.
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