

CS5-5.1.

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CS5: Increase campus safety, awareness, and training at all locations to prepare employees and students in case of emergencies.

Objective 5.1 Improve and expand the use of training methodologies for campus safety, awareness and emergency preparedness.

This question was not displayed to the respondent.

CS5-5.2. Objective 5.2 Improve and expand college emergency alert systems.

This question was not displayed to the respondent.

CS6-6.1.

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CS6: Execute and support existing and evolving technology initiatives

Objective 6.1 Adapt and improve instructional technology for student success and post-pandemic requirements.

	Timeline: Please select which academic year(s) the action steps will be executed:			Brief narrative for action steps addressed in 2022-23: <ul style="list-style-type: none"> Describe your approach/priorities/plans for Year 1; What are the challenges and opportunities? What questions do you have that would be helpful to think through with the EPC?
	Year 1 (2022-23)	Year 2 (2023-24)	Year 3 (2024-25)	
Install enhanced audio/Visual equipment in 2 classrooms per year.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	It has been difficult to install a new Audio/Visual equipment in our classrooms this year. We have targeted AC255 and AC245 to be fully functional with hybrid (onsite and remote) conference features. However, the delay in equipment delivery has curtailed our efforts. 80% of the work is completed in AC255, whereas about 50% is completed in AC245. We hope to get both rooms operational by the start of Fall 2023.
Review and adopt all lab applications for conversion to user-based software licenses.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The review is ongoing and we have converted most current software to user-base licensing. Our students no longer need to get to the College labs in order to use AutoCAD, ArcGIS, Rhino, Adobe, etc. As more vendors changes their software consumption model, we will offer licenses directly to our students.

CS6-6.2. Objective 6.2 Improve direct technology support for users.

	Timeline: Please select which academic year(s) the action steps will be executed:			Brief narrative for action steps addressed in 2022-23: <ul style="list-style-type: none"> Describe your approach/priorities/plans for Year 1; What are the challenges and opportunities? What questions do you have that would be helpful to think through with the EPC?
	Year 1 (2022-23)	Year 2 (2023-24)	Year 3 (2024-25)	
Explore with the Executive Management after-hours extended IT support	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	There has been no progress on this topic. As one can imagine, approaching this challenge requires the focus and the will of the Executive Management. Additionally, negotiation with Collective Bargaining Agreements are also required. Still, the IT Department has extended service coverage to evenings and weekends around the start of the semesters.
Develop and schedule engagement meetings with functional user groups (at least 2 meetings per semester).	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No formal meetings were yet arranged nor scheduled. However, the IT Department has arranged for about a dozen meetings with various functional groups (Enrollment Services, Student Services, HR, Fiscal, etc.) on District-wide projects and initiatives. Couple of examples are Banner 9, Ocelot Chatbot, Qualtrics COVID. As time allows, the meetings will be formalized and scheduled.

CS6-6.3. Objective 6.3 Improve the availability and usability of institutional data.

	Timeline: Please select which academic year(s) the action steps will be executed:			Brief narrative for action steps addressed in 2022-23: <ul style="list-style-type: none"> Describe your approach/priorities/plans for Year 1; What are the challenges and opportunities? What questions do you have that would be helpful to think through with the EPC?
	Year 1 (2022-23)	Year 2 (2023-24)	Year 3 (2024-25)	
Enable data-driven decision-making through implementation of District-wide data analytics tools.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>The IT Department is in the process of completing a "Student Experience Management" tool using Qualtrics. The goal is to connect and engage with our students by measuring the overall community sentiment and tracking problem areas more closely. The tool will also include alerts and a dashboard for data visualization. We are 70% completed.</p> <p>During year 1, PRIE has been developing our internal data warehouse and taking a "just-in-time" approach to address data governance questions/issues as they arise—for example, the process for assigning student enrollment status in Banner, updating it each semester, submission to MIS, and reconciling discrepancies within the PRIE warehouse. In year 2, we will develop a data governance team and process to focus on the big-picture issues and ensure that stewards of college data systems are working together to ensure accuracy, consistency and quality.</p>
Establish an institutional data governance team to collaborate on standards.	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	

CS6-6.4. Objective 6.4 Modernize college-wide applications, functions, services deliveries, and communications.

	Timeline: Please select which academic year(s) the action steps will be executed:			Brief narrative for action steps addressed in 2022-23: <ul style="list-style-type: none"> Describe your approach/priorities/plans for Year 1; What are the challenges and opportunities? What questions do you have that would be helpful to think through with the EPC?
	Year 1 (2022-23)	Year 2 (2023-24)	Year 3 (2024-25)	
Adopt relevant and available cloud-based applications for service optimizing.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>The IT Department has initiated the implementation of an AI Chatbot (https://www.ocelotbot.com/). The Bot provides Q&A and guidance videos for an array of student support challenges. The project is 95% completed.</p> <p>So far, the IT Department has been using Twilio messaging to further integrate applications (such as SARS) reaching students with one-way SMS notifications. Still, for communication to occur, we need a two-way SMS with staff available to provide immediate response to inquiries. As the landscape evolves, we will focus on more application integration.</p>
Adopt an SMS tool for communication and engagement with the student population.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

CS6-6.5. Objective 6.5 Modernize the technology infrastructure.

	Timeline: Please select which academic year(s) the action steps will be executed:			Brief narrative for action steps addressed in 2022-23: <ul style="list-style-type: none"> Describe your approach/priorities/plans for Year 1; What are the challenges and opportunities? What questions do you have that would be helpful to think through with the EPC?
	Year 1 (2022-23)	Year 2 (2023-24)	Year 3 (2024-25)	
Invest in physical data network and cloud infrastructure.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>In the year 22-23 we have completed the core infrastructure upgrade with newer 10GBps speed fiber connectivity across the backbones. We are also still expanding our cloud subscriptions. The latest are Microsoft A5 Security Platform, Ocelot, Qualtrics Student Experience Management tool, Milton/ThreatHunter.</p> <p>We are making the necessary investment in data security. Three security assessments were planned (one completed and 2 ongoing). Recommendations have been implemented, including the password improvement guidelines.</p>
Review, revise, and improve processes related to data security using existing guidelines and requirements and invest in necessary tools.	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

IVC1-1.1.

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IVC1: Develop and implement a plan for educational use of IVC that brings more students to campus, allows programs to be completed, and serves multiple student pathways (credit, noncredit, not-for-credit).

Objective 1.1 Develop and expand program offerings to increase enrollment at IVC.

This question was not displayed to the respondent.

IVC2-2.1.

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