



California Community Colleges

SYSTEM WEBINAR SUMMARY (April 2023): TECHNOLOGY TRANSFORMATION

The webinar focused on the ongoing work to develop a technology ecosystem to support equitable student experiences and outcomes. Guest presenters included Dr. Natalie Presta of Feather River College, Rupa Saran of Coast Community College District and the Chief Information Systems Officer's Association (CISOA), Dr. Peter Maharaj and Gregory Smith of San Diego Community College District, and Dr. Ingrid Greenberg from San Diego College of Continuing Education.

Why are Technology Systems a Critical Issue?

- Equitable access to technology and the knowledge to use it effectively are key to students' ability to enroll and succeed in community college, something made clear during the pandemic.
- There is currently considerable diversity in the experiences students are having in our colleges, related to substantial variation in technology systems. It is imperative that we redouble our efforts to ensure that our technology investments provide a secure and seamless ecosystem to improve student experiences and outcomes.
- Having a more seamless technology environment can facilitate (re)enrollment, completion, transfer, and workforce readiness.

What Efforts are Happening at the Systemwide Level?

- In recent years, state investments have facilitated improvements to systemwide technology, including more collection and analysis of district information, development of regional technology support teams, and implementation of new technology platforms (e.g., Canvas, Course Exchange, Zoom, @ONE).
- [CISOA](#) is working with the CCCCO to address challenges arising from the growing cost and complexity of our technology environment in the context of inadequate staffing levels.
- The CCCCO is currently focused on three broad efforts at digital transformation:
 - *Make applying easier:* CCCApply has been improved with the addition of proof of identification to reduce fraud. Ongoing improvements include efforts to simplify and shorten the application process and make it more welcoming for students.
 - *Make reporting easier:* Vision Aligned Reporting will reduce college reporting workloads, improve capacity for planning and budgeting, and yield better information to improve student experiences and outcomes. The

work has been [piloted](#) with 12 colleges and planning is ongoing for a statewide rollout beginning Spring 2024.

- *Provide equitable and secure technology platforms:* The Governor has requested, and the system is committed to implementing, a common enterprise resource planning (ERP) platform across the colleges to improve the student experience and facilitate student mobility. A Task Force will begin meeting in September 2023 to plan for a careful and strategic adoption and implementation of a common platform over time.

How are CCCs Approaching Technology Transformation?

- At the district level, we [want to see](#) improved cyber security controls and information security training, reduced use of old technology systems, and implementation of vulnerability scanning.
- [Feather River College](#) is working to address the challenges of implementing modern technology in a small college context that has generally relied on home grown systems with very limited staffing.
 - The college is leaning into the strengths of being a small college, including the ability to be nimble, to think outside the box, and to develop partnerships with vendors and other campuses.
 - The college looks for software that offers low-cost eco system solutions that integrate well together to allow the automation of as many processes as possible.
- [San Diego CCD](#) is working in a very different environment to improve the technology systems of a large urban multi-college district that includes a college of continuing education.
 - The district is focusing on teamwork and collaboration in addressing its priorities of increasing network security, migrating services to the cloud, unifying data, and ensuring sustainable costs.
 - As a proactive approach to security, the district has implemented multi-factor authentication and developed security operations control services and security awareness [programs](#).
 - The College of Continuing Education has worked to address the digital divide for its primarily low-income adult education students as part of a [strategic plan](#) developed in collaboration with the San Diego Association of Governments (SANDAG).
 - The Academic Senate worked with the district's IT committee to develop a student digital equity literacy plan, outlining ways to empower students to use technology for personal, civic, workplace, and academic purposes. They designed [tutorials](#) and job aids appropriate for low literacy students, field tested them, and made them easily accessible.