Citrus Community College District

Information Technology Master Plan

2026-2031

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Information Technology Master Plan Overview

Citrus College Mission Statement

Citrus College provides quality educational experiences that support our students in achieving their academic, professional, and personal goals, empowering them to make positive impacts on their communities and beyond. Citrus College faculty and staff take pride in being student-centered and in cultivating a safe, caring, compassionate, and inclusive lifelong learning environment. Our college community welcomes students from all backgrounds and ensures that they have the opportunity to achieve upward social and economic mobility.

Citrus College Vision

Citrus College is committed to providing each student with a dynamic and equitable community college experience. We recognize and honor our students' unique needs and goals, and we are dedicated to helping them become the best version of themselves.

Citrus College Values

- Student-Centeredness: We focus on student needs and the student experience. Our students are at the center of everything we do.
- Equity and Inclusion: We provide equitable and inclusive teaching and learning opportunities, support services, and resources that promote quality educational experiences and social justice.
- Compassion and Collegiality: We serve and support the members of our college community with empathy and kindness, and we provide a learning and working environment that fosters a strong sense of belonging and connection.
- Innovation: We develop and implement industry-leading practices that enhance learning, support, and college operations.
- Academic and Professional Success: We equip students with the skills and knowledge to meet their educational goals and prepare them to be competitive for rewarding career opportunities in an ever-evolving job market.
- Transparency and Stewardship: We are committed to serving with authenticity, ethics, and integrity.
- Serving our Community: We are a proud Hispanic-Serving Institution reflective of our communities, and we proudly welcome and serve students from all backgrounds.

The Citrus College technology master plan goal is to align technology resources with the college's mission, vision, and values. Technology plays an instrumental role in different aspects of the organization. We hope to leverage technology as a tool to help create the outcomes as defined in our mission, vision, and values.

The College Information Technology Committee (CITC) develops the Information Technology Master Plan. CITC, comprised of different members of the campus community, helps establish priorities and needs. The information technology masterplan aligns with the campus Educational and Facilities Master Plan (EFMP), the Strategic Plan, and the technology standards in the Accrediting Commission for the Community and Junior Colleges (ACCJC) of the Western Association of Schools and Colleges accreditation standard. The Information Technology Master Plan also incorporates industry research and other trusted sources to explore new opportunities in enhancing the technology experience on campus.

The CITC evaluates and revises the Information Technology Master Plan on an annual basis. The document is intended to be a living document as needs, challenges, and opportunities are ever changing. Priorities and objectives can change and are managed by CITC to ensure priorities are still aligned with the College’s goals.

Advisory Committee

The College Information Technology Committee (CITC) is a standing committee of the Steering Committee.

Purpose Statement
The purpose of CITC is to develop, oversee, and review district policy and planning efforts pertaining to instructional and institutional information technology at Citrus College. The committee oversees and responds to accreditation recommendations related to technology policies and planning in Standards 3.2, 3.9, and 3.10 of the ACCJC Accreditation Standards. The committee also acts as a communication conduit for technology-related issues and a focal point for input from district constituencies on computer and technology-related issues.

The CITC will:

- advise the Steering Committee on policy and planning matters pertaining to computer and technology use.
- develop, review, and update the district computer and technology board policies and related administrative procedures.
- communicate policy, procedures, and plans to college constituents to keep them informed of technology matters on campus.

Committee Composition

The number of members (17) is recommended by CITC and approved by the Steering Committee.

- Chief Technology Officer (chair)
- Enterprise Systems Director (alternate chair)
- Technology Operations and Support Services Director (alternate chair)
- Career, Technical Education Dean
- Counseling Programs and Services Dean (or designee)
- Enrollment Services Dean (or designee)
- Fiscal Services Director (or designee)
- Human Resources Executive Director (or designee)

- Institutional Research, Planning and Effectiveness Director (or designee)
- Library Services Supervisor
- Social and Behavioral Sciences, Online Education Dean
- Strategic Communications, Marketing and Public Affairs Executive Director
- Associated Students of Citrus College (ASCC) representative
- Classified representative
- Faculty representative
- Management representative
- Supervisor/Confidential representative

Annual Planning Timeline

This Annual Planning Timeline outlines the major tasks that CITC will undertake to support technology planning for Citrus College. This timeline is designed to integrate with the college's budget and strategic planning processes. Technology strategies and objectives for the next fiscal year will be in place prior to the beginning of the budget process and will be available to make informed budget decisions.

September	Evaluate the implementation of plan from previous fiscal year
October	Gather further data as needed and update Planning Goals and Objectives for next fiscal year
November/December	Develop draft Information Technology Master Plan for next fiscal year
March/April	Finalize and approve new Information Technology Master Plan
June	Next fiscal year budget requests made based on planning goals and objectives

Factors Driving Information Technology Master Plan

The Information Technology Master Plan aligns to the EFMP, Strategic Plan, and the technology standards in the ACCJC of the WASC accreditation standard. Industry research and other trusted sources inform the process.

Citrus College Educational and Facilities Master Plan 2020-2030

The Citrus College EFMP provides the following priorities in regard to technology:

- Broaden instructional modalities to reach beyond traditional district boundaries
    - To further extend its reach beyond jurisdictional boundaries, Citrus College can leverage digital technologies by offering more distance/online education classes and hybrid classrooms, which can enable students in remote locations to interact in real time with faculty and their on-campus classmates.
- Enhance technological infrastructure to support educational technology needs
    - To support a technology-based learning environment across the campus, the underlying information technology (IT) infrastructure needs to undergo periodic assessments and be modernized as needed to keep pace with the expectations and needs of both students and faculty.
- Provide interactive teaching and learning spaces
    - The advent of information technology is reshaping the nature of the traditional classroom, transforming it into a teaching and learning space designed to utilize new capabilities and functions, including more collaborative, team-teaching-oriented learning modalities. New classrooms need to be designed to support these new capabilities and styles of learning.
- Build technology-enhanced classrooms enabling students to attend a class either in-person or online
    - New classroom capabilities should include real-time or synchronous interaction among and between students in the actual classroom and other students participating in the class from their homes and other remote locations. This will support overall student enrollment while greatly improving overall facility utilization, as there can potentially be more students in the virtual classroom than in the physical classroom.

Citrus College Strategic Plan

The Citrus College Strategic Plan provides the following priorities in regard to technology:

- Focus Area 1. Equitable Student Access and Enrollment Expand equitable access by identifying and removing barriers and increasing opportunities for students, especially disproportionately impacted groups and those with diverse life experiences and needs.
- Focus Area 5. Innovation, Institutional Effectiveness, and Data-Informed Decision Making Promote continuous improvement through innovation, transparency, and stewardship of financial and physical resources by the effective use of data storytelling to inform operational effectiveness and evidence-based decision-making.

Accreditation Standards

The Accrediting Commission for Community and Junior Colleges (ACCJC) provides the following standards in regard to technology:

- 3.9. The institution implements, enhances, and secures its technology resources to support and sustain educational services and operational functions. The institution clearly communicates requirements for the safe and appropriate use of technology to students and employees and employs effective protocols for network and data security.
- 3.10. The institution has appropriate strategies for risk management and has policies and procedures in place to implement contingency plans in the event of financial, environmental, or technological emergencies and other unforeseen circumstances.

Vision 2030

Vision 2030 provides the following standards in regard to technology:

- Strategic Direction 3:
    - Increasing adaptive teaching and learning. AI is capable of creating a customized — and therefore highly engaging — learning experience by adapting to a student's learning process in real time.
    - Expanding the ability to provide crucial feedback to learners. AI can greatly increase the quantity of highly germane feedback, expanding opportunities for students to learn and improve their skills.
    - Offering innovation and new capabilities to educators and learners. Educators can customize and design additional tools that utilize AI to

improve the speed with which they accomplish routine tasks, freeing up time to engage and support their students.

- Action 12
    - Improve the student experience with the use of generative AI as well as smart analytics applied to the “big data” systems (e.g., Student Information System, Learning Management System).
    - Modernize system technology infrastructure to support online education delivery and faculty. Develop an analysis of the impact of generative AI technology and its potential implications for teaching and learning and take the necessary action in policy reform, systems development, and practices to advance success, access, and support for our students.
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2026-2031 Technology Goals

1. **Administrative Systems**
    - **Accessibility Remediation Software**
        - Continue to work with stakeholders to determine appropriate tools to provide remediation.
        - Inventory tools
    - **Enhance HR Systems Experience**
        - Work with personnel to create workflows in HR systems to integrate with Banner and other systems for more efficient onboarding and offboarding.
    - **SARS Upgrade**
        - Investigate potential systems that can enhance student experience.
    - **Enhance Banner Self-Service**
        - Work with campus stakeholders to inventory and enhance features in Banner Self Service.
    - **Class Schedule Enhancement**
        - Work with campus stakeholders, including students, for a more user-friendly class schedule.
    - **Electronic Time and Attendance**
        - Work with Payroll and Personnel to find an electronic time and attendance solution.
2. **Educational Goals**
    - **Google Workspace**
        - Investigate Google Workspace integration to allow use of NotebookLM.
    - **AI and Technology Literacy Training**
        - Work with Professional Learning to provide AI literacy training modules.
    - **AI Assistant for Design and Accessibility Inside Canvas**
        - Work with online learning to determine appropriate tools for AI design and accessibility within Canvas.
    - **Systems for Auditing Educational Tools and Licenses**
        - Work with different stakeholders for a proper dashboard to determine tools and licenses.
    - **Systems for Review of Adoption Including Accessibility**
        - Work with different stakeholders to develop a standard operating procedure for reviewing and adopting new tools.

3. **Technology Operations and Support Services**
    - **Upgrade Phone Systems**
        - Work with Administrative Services and other stakeholders to determine phone system upgrade prior to end-of-life.
    - **Upgrade Networking Physical Layer**
        - Work with Administrative Services and other stakeholders to determine roadmaps for networking upgrades from fiber, wired, and wireless equipment.
    - **Upgrade Server VM Environment**
        - Work with Administrative Services and other stakeholders to allocate proper funding to ensure that the Server VM environment does not reach end-of-life.
    - **Upgrade Virtual Desktop Environment**
        - Work with Administrative Services and other stakeholders to allocate proper funding to ensure that Virtual Desktop environment does not reach end-of-life.
    - **Enhanced Printer Management System**
        - Work with the Library and Purchasing teams to enhance the student experience for printing, scanning, and copying.
    - **Accessible Classroom Technology**
        - In coordination with DEIA+, DSPS, Facilities, and other stakeholders to determine standardized tools and equipment in classrooms.
4. **Security, Resiliency, and Accessibility**
    - **Firewall Upgrade**
        - Work with stakeholders to replace firewall equipment prior to end-of-life.
    - **Active Directory into the Cloud**
        - Determine roadmap and implement migration from on-premises Active Directory to cloud Active Directory.
    - **Enhance VPN Experience**
        - Assess current VPN environment, work with stakeholders to define requirements of VPN, and implement a secure environment.