

Information Technology Strategic Plan 2025-2028

Embracing Technology to Elevate Student Potential

Vision Statement

To create a thriving educational community where technology amplifies human connection, creativity, and learning—fostering an environment where students, faculty, and staff feel empowered to explore, innovate, and succeed together in our digital future.

Introduction

This Information Technology Strategic Plan embraces the exciting possibilities that emerge when thoughtful technology integration meets human-centered education. We recognize that the most powerful educational experiences happen when technology serves as a bridge—connecting students to knowledge, faculty to innovative teaching methods, and our entire community to new opportunities.

Our approach welcomes emerging technologies while prioritizing the relationships and experiences that define excellent education. This plan integrates:

• **Intelligent tools** that enhance rather than replace human interaction • **Robust security frameworks** that protect our community while enabling exploration • **Data insights** that help us better understand and support student success • **Flexible learning environments** that adapt to diverse learning styles and needs • **Cloud-based solutions** that provide reliable, accessible services • **Digital equity initiatives** that ensure every member of our community can participate fully

Developed through collaborative conversations with Academic Affairs, Enrollment, Continuing Education, Administration, Student Services, and IT. This plan aspirationally aligns with CUNY PMP goals while embracing the unique opportunities available to innovative community colleges.

Strategic Goal Areas (2025–2028)

1. Enhancing Student Experience & Success

Supporting every student's journey with personalized, accessible resources

Growth Opportunities:

- Embrace **predictive analytics** to help advisors identify students who might benefit from additional support, enabling proactive outreach and care
- Expand **mobile-friendly platforms** that make registration, scheduling, and resource access intuitive and convenient
- Work across the college to use technology to expand and create **learning pathways** that adapt to individual student goals, interests, and learning preferences

- Seek to deploy and expand **multilingual support tools** to reduce or eliminate language as a barrier to academic success

Student-Centered Design:

- All technology initiatives will be designed with student privacy and agency at the center
- Regular student feedback sessions will guide technology decisions and improvements

2. Enriching Teaching & Learning Experiences

Empowering educators with tools that enhance creativity and connection

Faculty Empowerment:

- Invite faculty to explore **emerging technologies** including generative tools that can assist with content creation, lesson planning, and assessment design
- Expand **HyFlex and hybrid learning capabilities** that give faculty flexibility to teach in ways that best serve their students
- Support **collaborative content creation** where faculty can easily develop and share multimedia resources
- Establish **innovation partnerships** between IT and academic departments to co-create solutions for specific educational challenges
- Provide **virtual and augmented reality resources** for disciplines where immersive experiences enhance understanding

Professional Growth:

- **Teaching Innovation Fellows Program** where faculty explore new educational technologies together
- **Peer mentoring networks** that share successful practices and provide mutual support
- **Flexible professional development** options that accommodate different schedules and learning preferences

3. Strengthening Security & Digital Trust

Building a safe digital environment grounded in Zero-Trust security principles that empowers confident, secure, and limitless learning and exploration

Community Protection:

- Embrace **comprehensive cybersecurity frameworks** that protect our institutional data and student information without creating barriers to learning
- Develop **security awareness culture** through engaging, relevant training that helps everyone become partners in protecting our digital community

- Implement **advanced threat detection** that works quietly in the background to maintain safety
- Create **incident response protocols** that ensure quick recovery and minimal disruption to educational activities

Trust & Transparency:

- Establish **clear data governance policies** that give students and faculty confidence in how their information is used
- Provide **regular security updates** to the campus community in accessible, non-technical language
- Offer **digital privacy education** that empowers individuals to make informed decisions about their online presence

4. Modernizing Infrastructure & Systems

Creating reliable, flexible technology foundations

Adaptive Infrastructure:

- Migrate to **cloud-based systems** that provide better reliability, automatic updates, and improved access from anywhere
- Enhance **wireless connectivity** throughout campus to support seamless learning experiences
- Develop **responsive help desk services** that provide quick, friendly support when technology challenges arise
- Implement **sustainable technology practices** that reduce environmental impact while improving performance

Smart Resource Management:

- Use **intelligent systems** to optimize network performance during peak usage times
- Adopt **predictive maintenance** approaches that prevent technology disruptions before they occur
- Leverage **shared services** and partnerships to maximize technology capabilities within budget constraints

5. Cultivating Data-Informed Communities

Using insights to better understand and support our students

Insight-Driven Support:

- Build **integrated data platforms** that help faculty and staff understand student engagement patterns and success indicators

- Create **user-friendly dashboards** that make important information accessible to decision-makers at all levels
- Develop **early warning systems** that alert advisors when students might benefit from additional support or resources
- Establish **ethical data practices** that ensure student privacy while enabling helpful insights

Empowered Decision-Making:

- Provide **accessible analytics tools** that help faculty understand what's working in their courses
- Offer **data literacy development** that builds confidence in using information to improve educational outcomes
- Create **collaborative analysis opportunities** where different departments can share insights and learn from each other

6. Building Digital Fluency & Confidence

Growing together as a digitally empowered community

Community Learning:

- Welcome **emerging technology exploration** through workshops, seminars, and hands-on learning opportunities
- Develop **cybersecurity awareness programs** that build confidence in navigating digital spaces safely
- Create **peer learning networks** where community members can share knowledge and support each other's growth
- Establish **innovation showcases** where students, faculty, and staff can demonstrate creative uses of technology

Future-Ready Skills:

- Offer **digital content creation workshops** that help faculty and students communicate effectively in multimedia formats
- Provide **technology troubleshooting skills** that build self-sufficiency and confidence
- Support **collaborative online work** capabilities that prepare students for modern workplace expectations

7. Advancing Equity & Digital Inclusion

Ensuring technology serves as a bridge, not a barrier

Inclusive Excellence:

- Continue **device lending programs** while exploring sustainable, long-term solutions for technology access
- Design **universally accessible digital experiences** that welcome learners with diverse abilities and needs
- Develop **culturally responsive technology integration** that honors the diverse backgrounds of our students
- Create **family engagement programs** that extend digital literacy support into our broader community

Community Partnerships:

- Collaborate when and where possible with **internal and external organizations** to provide technology training and support beyond campus

Implementation Journey

Year 1 (2025): Building Strong Foundations

- Strengthen cybersecurity infrastructure and community awareness
- Launch faculty technology exploration programs
- Begin data platform integration
- Expand student support systems

Year 2 (2026): Growing Capabilities

- Introduce intelligent tutoring and analytics tools
- Enhance hybrid learning environments
- Develop comprehensive data insights
- Expand professional development offerings

Year 3 (2027): Deepening Innovation

- Launch immersive learning experiences
- Implement predictive support systems
- Establish innovation partnerships
- Broaden community engagement programs

Year 4 (2028): Sharing Success

- Become a model for thoughtful technology integration
 - Share insights through research and collaboration
 - Expand community impact initiatives
 - Plan for continued growth and adaptation
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Measuring Our Success

Student Flourishing:

- Improved retention and completion rates through enhanced support
- High satisfaction with technology-enhanced learning experiences
- Increased student confidence in digital skills and online learning

Faculty & Staff Growth:

- Widespread adoption of technology tools that enhance teaching and administrative work
- Strong participation in professional development opportunities
- Positive feedback on technology support and resources

Community Impact:

- Recognition as a leader in accessible, student-centered technology integration
- Measurable improvements in digital equity within our service area
- Strong partnerships that extend our educational mission into the broader community

Institutional Excellence:

- Robust cybersecurity with minimal disruptions to educational activities
 - Reliable, efficient technology systems that support rather than hinder learning
 - Sustainable technology practices that demonstrate responsible resource stewardship
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This strategic plan reflects our commitment to embracing technology as a powerful ally in education—one that enhances human connection, supports individual growth, and opens new possibilities for learning and discovery. By thoughtfully integrating these tools and approaches, we create an environment where every member of our community can thrive and contribute to our shared success.