

Kingsborough Community College
Updated Technology Strategic Plan (2025–2028)

 **Introduction**

This updated Information Technology Strategic Plan reflects the evolving role of technology in higher education and is built around **equity, resilience, and innovation**. It integrates:

- AI-driven tools
- Learning analytics
- Hybrid and HyFlex instructional models
- Cloud-based services
- Digital accessibility and inclusion efforts
- Cybersecurity and data governance

This plan was shaped collaboratively by leadership in Academic Affairs, Enrollment, Continuing Education, Administration, Student Services, and IT, and aligns with CUNY PMP goals and national community college best practices.

 **Strategic Goal Areas (2025–2028)**

1. Student Experience & Success

- **AI-powered advising systems** and chatbots to improve support and retention.
- Mobile-first redesign of student platforms for scheduling, tutoring, and registration.
- Learning analytics integration in LMS to identify and support at-risk students.

2. Teaching & Learning Innovation

- Expand HyFlex classrooms and virtual labs.
- Integrate **Generative AI tools** (e.g., ChatGPT) into pedagogy with faculty training and ethical guidelines.
- Promote **open educational resources (OER)** and digital media content creation.

3. Technology Governance & Planning

- Establish a **Digital Transformation Advisory Board** combining IT, faculty, students, and administration.
- Implement a **project intake and prioritization framework** to ensure transparency and alignment.
- Annual campus-wide tech forums for feedback and future planning.

4. **Modern Infrastructure**

- Upgrade to **cloud-native systems** for scalability and resilience.
- Expand secure wireless coverage and **zero-trust network access (ZTNA)**.
- Strengthen **disaster recovery and business continuity planning**, especially for virtual services.

5. **Data-Informed Decision Support**

- Develop a centralized **data warehouse** integrated with CUNYfirst and LMS.
- Deploy **real-time dashboards** for enrollment, retention, and course performance metrics.
- Enhance staff literacy in using data tools and reports.

6. **Professional Development & Digital Fluency**

- **AI literacy and cybersecurity awareness training** for all staff and faculty.
- Expand asynchronous professional development using micro-credentials and badging.
- Launch a **Digital Learning Fellows** program to support peer mentoring in instructional technology.

7. **Equity & Digital Inclusion**

- Ensure device access through continued laptop lending and affordable connectivity.
- Design all systems with **WCAG 2.2 accessibility standards**.
- Partner with local organizations to support digital upskilling of students and families.