

August 18, 2025

MEMORANDUM

TO: Jim Murdaugh, Ph. D
President

FROM: Jason Fowler, M. Ed
Vice President for Information Technology

SUBJECT: Information Technology Plan for FY 2025-26

Item Description

This item requests that the District Board of Trustees approve the Information Technology Plan for FY 2025-26.

Overview and Background

As requested by the District Board of Trustees, we present the Information Technology Plan for FY 2025-26 for your information and discussion. While it is unlikely that we will complete all the projects that are listed, this does present the major technology needs, initiatives, and directions for the College as of this time. Due to the inherent nature of technology, items may move on and off the list as needs and technologies change and evolve.

Funding/ Financial Implications

This is a yearly update on the information technology plans for the College for the upcoming fiscal year.

Past Actions by the Board

None.

Recommended Action

Approve the Information Technology Plan for FY 2025-26.

Information Technology Plan for FY 2025-26

This Information Technology Plan outlines our approach for the upcoming fiscal year, structured around our core Strategic Priorities.

Strategic Priority: Access & Affordability

Strengthen and expand access by increasing awareness of and enrollment in educational opportunities that are affordable and reflective of student, business, industry and community needs.

- Implement enterprise platforms to improve service management, student engagement, and communication, aiming for greater efficiency and automation.
- Implement communication technologies to provide automated, personalized information through integrated data sources.
- Implement technologies for the College's website, intranet, portals, and communication platforms to improve integration and user experience.

Strategic Priority: Student Success

Promote a student-centered environment that focuses on student achievement, resilience, engagement, and educational excellence.

- Implement digital badging and microcredential tools to flexibly recognize skills and achievements.
- Modernize classroom technology to enhance teaching and learning.
- Evaluate, update, and/or replace technologies used for the College's Enterprise Resource Planning (ERP), Student Information System (SIS), and related systems, including Customer Relationship Management (CRM), curriculum management, catalog management, degree audit, financial aid, advising, and other systems as necessary.

Strategic Priority: Workforce

Achieve regional, statewide, national, and international recognition as a premier college of choice for providing workforce training by delivering high quality programs and instruction that enables students to grow, succeed and stay globally competitive.

- Implement new technologies—including hardware, software, consulting, and training—to support innovative learning environments across the College and its school district.

Strategic Priority: Resources & Efficiency

Strategically leverage, grow and utilize resources to maximize student success and institutional sustainability and effectiveness.

- Adopt advanced technologies—including chatbots, Artificial Intelligence (AI), Natural Language Processing (NLP), Large Language Models (LLM), and Integration Platform as a Service (iPaaS) – to streamline self-service and technology support, delivering prompt, effective assistance to students, staff, and the community.
- Implement data storage and reporting tools—including analytics technologies—to improve access to insights and support decision-making across the College.
- Implement door access systems, including locks, controllers, and management software, to improve security and integrate with existing infrastructure.
- Implement camera systems by adopting cloud, on-premise, or hybrid solutions that offer AI-driven features like automated threat detection, facial recognition, and intelligent alerts while ensuring systems provide easy access and rapid footage review to enhance campus safety and response.
- Update or adopt technologies related Enterprise Resource Planning (ERP), Student Information System (SIS), Customer Resource Management (CRM), and other systems to include curriculum, catalog, degree audit, financial aid, and advising.
- Acquire software technologies that offer robust features and flexible, modern integration capabilities that can be used in conjunction with other College-owned technologies to develop creative solutions to meet institutional needs.
- Upgrade and replace end-user devices—such as computers, laptops, and tablets—to ensure reliable performance and support evolving campus needs.
- Enhance network and data security by deploying centralized controls, including intrusion detection, access management, security information and event management (SIEM), and strong data security policies for on-premise and cloud environments.
- Strengthen endpoint protection and data security with advanced tools such as two-factor authentication, password login, enhanced identity management, Personally Identifiable Information (PII) scanning, anti-virus software, Mobile Device Management (MDM), and Data Loss Prevention (DLP) solutions to safeguard sensitive information and support Artificial Intelligence initiatives.
- Upgrade or replace network infrastructure—including wired/wireless equipment, servers, Uninterruptible Power Supplies (UPS), storage, and backup devices—to enhance reliability, redundancy, and support for virtualization and cloud technologies.
- Modernize campus police technologies, including databases, records management, dispatch, and evidence tracking systems, to ensure operational readiness and seamless integration with on-premise and cloud systems.