

**Technology Requests and Goals
to Address Concerns at Miramar College
May 1st, 2023**

1. Address misuse and loss of technology¹.
2. Conduct a third-party audit of inventory, spending, budget request processes, and grant requests and disbursements to prevent mismanagement and misuse from reoccurring.²
3. Establish and communicate a clear technology support process.³
4. Establish better communication about what has been replaced and what resources we have to offer faculty, staff, students (also see pie chart below, Technology Survey).⁴
5. Have better clarity and transparency of budget allocations and how decisions are made.⁵
6. Establish a central inventory mechanism, as the current, unorganized method almost certainly has a negative impact on budget due to missing, lost, redundant, misused technology, not to mention impacts on faculty and students whose outdated technology is not on anyone's radar⁶
7. Ensure compliance with our Collective Bargaining Agreement (6.2.8) and the District's own security requirements by providing routine technology updates and replacements in our offices and at our class podiums.⁷
8. Provide proper tools to support measurements in our evaluations on the Appraisal Form and outlined in our Performance Review File on Innovation/Resourcefulness.⁸
9. Broadly, in preparation for future Accreditation, we must ensure we are fulfilling the following standards according to the "Draft 2024 Accreditation Standards with Draft Review Criteria and Suggestions for Evidence."⁹

* Faculty would also like to schedule a meeting with President Lundburg, AFT President, Jim Mahler, Director of Information Technology Services, Peter Maharaj, Pablo Martin, and Lisa Muñoz to review these specific requests.

According to President Lundburg via email on 4/19/23:

“... we need to be intentional and outcomes oriented with all this. **The situation as it stands is not acceptable, and we're committed to seeing real improvements that alleviate these issues.**”

Here's where we are, after President Lundburg's email (4/19) and our meetings (3/22):

- I shared with him thoughts I have on what may be backdrop information **(no real mechanisms in place for communication between faculty and IT... in particular, IT planning and operation in terms of instructional hardware and software)**
- Brett is going to work on the possibility that we don't have adequate (or

existing at all) mechanisms for faculty getting their needs known to the IT/instructional tech folks. We spent some time exploring possible obstacles to getting effective mechanisms in place as well, and he's in agreement with how to approach that.

- Brett will be working with Kurt Hill on how things can be changed to **improve meeting instructional needs in the classroom and in faculty offices**
- Brett will be working with District IT (Peter) and Miramar IT (Kurt) to address the concerns raised by Lisa and you, but also to dig deeper into the **systemic issues** behind them.

Endnotes

1. We request immediate replacements of 35 of the original 60 missing laptops secured through a Basic Skills Student Outcomes and Transformation BSSOT grant.

- These laptops were taken from the School of Liberal Arts some time during 2020.
- In November of 2020, Kurt Hill requested and received **100 laptops to replace lab-laptops used by personnel for remote operations** (\$129,600) via HEERF funding: "When the pandemic hit, lab-laptops were checked-out to personnel for remote operations support. New laptops are needed to replace existing depleted lab-laptops and build back the inventory."
- We also request the immediate return of the **6 tablets** purchased for COMS students with HEERF funding but withheld by IT—faculty do not have a full class set without these additional 6.

2. Importantly, there have been questions raised about Cares/HEERF Grant funding decisions: how they were made, why certain requests were denied, and the amount that was awarded disproportionately, with roughly 70% of the \$1,073,918.63 awarded to administrative requests.

It also appears that the District is receiving **incomplete or inaccurate information** about the state of technology based on recent emails and communication from the District in contrast to what the four colleges in the District are experiencing:

- Refer to Greg Smith's Information Technology Services Spring Updates, 4/29/23, via district email.
- Refer to recording and/or slides presented by Peter Maharaj during Academic Senate meeting, 4/19/23.
- Refer to "Resolution 2022.9.4 - Information Technology Updates Needed for San Diego Community College District (SDCCD) Classrooms and Faculty Offices and

Adherence to the Collective Bargaining Agreement (CBA) Requirements," by Academic Senate Presidents, SDCCD: *Whereas, many classroom podium arrays are no longer current or in need of repair, thereby impairing effecting classroom instruction, while many tenure/tenure-track faculty offices and adjunct workplaces have computers and software/applications that are no longer current, thereby impairing preparation for teaching, remote synchronous teaching and participation in committee meetings;*

3. List **clear and accessible contact information** with parties responsible on our school webpages. Establish **clearer protocols** for timely tech support.

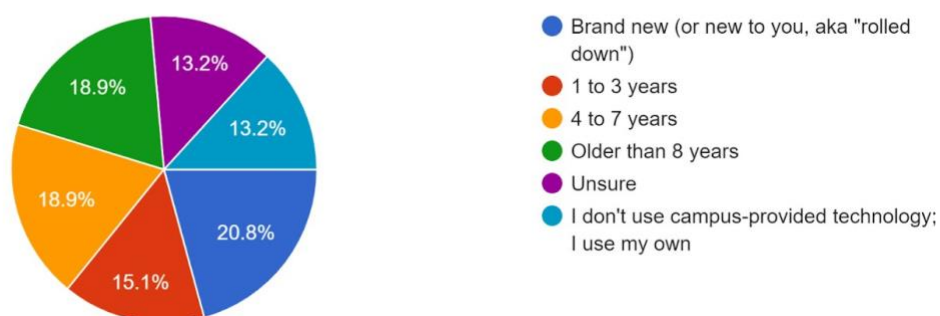
- Refer to the Instructional Computing Services webpage, which does not offer communication protocols, technology support ticket links, or specific employees to contact depending on the device: <https://sdmiramar.edu/node/35148>
- Provide **adequate training, onboarding, and support** to properly use campus technology: (46% of respondents on the Technology Survey for Miramar Employees answered "rarely or never" and 30% "occasionally" to "How frequently are training opportunities provided to properly use campus technology?", totaling 76%).

4. These encounters with outdated technology and the subsequent lack of awareness of updated technology has a tremendous effect on campus culture, and future enrollment.

- Further, we **MUST** provide equity: **during the recent, 4/21/23, Black Student Success Summit, SDCCD**, participants noted that their second biggest hurdle is outdated technology on the Miramar College campus. Participants shared stories of computers being unusable in the LRC. They emphasized that for those from low-socioeconomic households, working technology on campus is absolutely essential to their success.
- While **SOME** computers have been replaced in the LRC, this has not been advertised **AT ALL** (even my embedded tutor doesn't know about the state of the computers that he works near in the ASC) Meanwhile, in L-208, that Library computer lab, per Bill Stamos during 10/22: We determined the computers are not able to effectively run the software needed to use the internet or Canvas. Has L-208 been updated? It's unclear to faculty, and students certainly do not know if it has been.

What is the age of the campus-provided technology you use to complete work-related tasks?

53 responses



5. To ensure transparency, we need access to all **budget-related and allocation documents**, which are currently not linked:

- Please refer to **Budget, Resources, and Development** (<https://sdmiramar.edu/brds>). The following links have no documents or additional information: **Resource Re-allocation, CCampus Allocation Model, Tentative Budget, Adopted Budget, New Resources, Classified & Academic Hiring Priority, One time Allocations (Innovation)**.
- Since **six recent meetings for BRDS** have been canceled since **12/14/2022**, we do not have **up-to-date or accurate information about Miramar College's budget, specifically**.
- The Technology Committee has canceled most of their meetings for the 2022-23 academic year as well. (<https://sdmiramar.edu/governance/committees/technology-committee>)

6. When asked about the technology inventory process during the **Technology Committee on Tuesday, 4/25, Kurt Hill asserted the following:**

- **Hill, our Miramar IT Director does not have access to the District tech inventory (and wishes he did).**
- He and Brett Bell went on to say that there are a variety of methods used to catalog inventory: various departments do it manually (AV, ICS, Administrative Computing, various schools, departments) Then, these lists SHOULD go into PeopleSoft, but PeopleSoft is not user-friendly friendly, meaning that, according to Bell, the lists "are not 100% accurate."

7. The District itself states that "current technology" is no more than five years old: As stated in "CANVAS TECHNICAL REQUIREMENTS, SDCCD: Technical Requirements for Online Learning:", our district expects that current students will use computers that are 5 years old or newer when possible, which informs "**current District standards**" referenced in our Collective Bargaining Agreement.

- We need current, working technology in order to most effectively teach both online and face-to-face classes. Go to:
<https://www.sdccd.edu/about/departments-and-offices/instructional-services-division/online-learning-pathways-1/students/technical%20requirements%20for%20online%20learning.aspx>

In the 4/25 Technology Committee meeting, V.C. Maharaj referenced the severe security risk that systems running Windows 7 present.

- **Refer to:** "FBI issues warning over Windows 7 end-of-life":
<https://www.documentcloud.org/documents/7013778-FBI-PIN-alert-on-Windows-7-End-of-Life.html> and
<https://www.zdnet.com/article/fbi-issues-warning-over-windows-7-end-of-life/>

8. Refer to San Diego Community College District College Faculty Appraisal Form.
<https://drive.google.com/file/d/1Yh8Zu4jRzHEjVOL8QJi5SxGbGLt9d2c9/view>

9. Concerns have been raised about section Standard III: Resources, C. Technology draft of the **San Diego Miramar College Accreditation Institutional Self-Evaluation Report, 2023**

https://sdccd0.sharepoint.com/:w:/r/sites/AccreditationSteeringCommittee/_layouts/15/doc2.aspx?sourcedoc=%7B0797B6CA-4FBD-4213-9C70-EFF6284702B0%7D&file=ISER%20Draft%203%20April%2027%202023.docx&action=default&mobileredirect=true&DefaultItemOpen=1

- Refer to "Draft 2024 Accreditation Standards with Draft Review Criteria and Suggestions for Evidence" Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges.

- 1.2 The institution establishes meaningful and ambitious goals for institutional improvement, innovation, and equitable student outcomes.
- 1.4 The institution's mission directs resource allocation, innovation, and continuous quality improvement through ongoing systematic planning and evaluation of programs and services.
- 2.6 The institution uses delivery modes and teaching methodologies that meet student and curricular needs and promote equitable student learning and achievement.