

Resolution Addressing Planning and Other Technology Challenges at Miramar College

Whereas, faculty members at San Diego Miramar College have expressed a number of concerns regarding campus technology services through both the Academic Senate and the Technology Committee that include, but are not limited to: unheeded calls for an inventory of technology and audits of technology purchases; the need for clarity and transparency of budget decisions and allocations; and providing a clear technology support process (see Appendix A, "Academic Senate Items of Concern" and Appendix B, "Resolution 2022.9.4 – Information Technology Updates Needed for SDCCD");

Whereas, according to a survey conducted by Miramar's Office of Planning, Research, and Institutional Effectiveness in Spring 2023 (see Appendix C), 49% of employees are either dissatisfied or very dissatisfied with the quality and currency of hardware at Miramar, and 85% of employees encounter technology on campus that needs repair or support of some kind occasionally to very frequently (see Appendix B); as outlined in the ITS Assessment Report conducted by SDI Presence LLC (see Appendix D) in Winter 2024, satisfaction "with the support you receive in the classroom from Instruction IT Services" received the worst possible rating: "immediate focus and improvement may be warranted;" and these results and more are reflected in the "Technology Survey for Miramar Employees" distributed by the Academic Senate in Spring 2023 (see Appendix E);

Whereas, there is an attempt to silence and discourage honest and well-informed input from specialists, as evidenced during and after the SDI Focus Group, where an employee was formally reprimanded after offering constructive, professional and insightful input about Miramar's Technology leadership (see Appendix F);

Whereas, faculty members have consistently reported a lack of involvement in and transparency of the technology planning processes, leading to critical decisions being made without meaningful consultation with faculty that is imperative to making reasonable and informed decisions about how best to serve our students;

Be it therefore resolved, that the Academic Senate urges the Administration to conduct a comprehensive review of campus technology planning processes, incorporating faculty input at all stages and including documented, independent input from Multimedia Specialists and other technology personnel to ensure the college's technology services are equitable, efficient, and responsive to the needs of faculty and students alike;

Resolved, the Senate calls for the Administration to provide a transparent plan for addressing the aging technology infrastructure on campus, with a clear history, timelines, and metrics for improvement that include but are not limited to upgrading classroom equipment and resolving technology accessibility issues;

Resolved, that the Academic Senate work with the Administration to ensure that Technology Services provides regular updates regarding the aforementioned aspects of this resolution.

NOTE: after the Drupal 9 software upgrade, the entire 8.4 Megabyte document could not be uploaded to our current A.S. webpage (for 11/19/24). If you wish to see the appendices presented and included with this resolution, please visit this link:
[resolution on technology and planning issues fall 2024.pdf](#)