

2024-25 Technology Committee Self-Assessment Survey Report

INSTITUTIONAL RESEARCH & PLANNING

SEPTEMBER 16TH, 2025

Why this Self-Assessment?

- To **implement continuous self-assessment** as it is a need recognized and respected by our participatory governance framework
- To **create, adjust, and/or update the committee's** governance, decision-making, and communication **processes**
- To help committee members **formalize recommendations for change and their implementation**

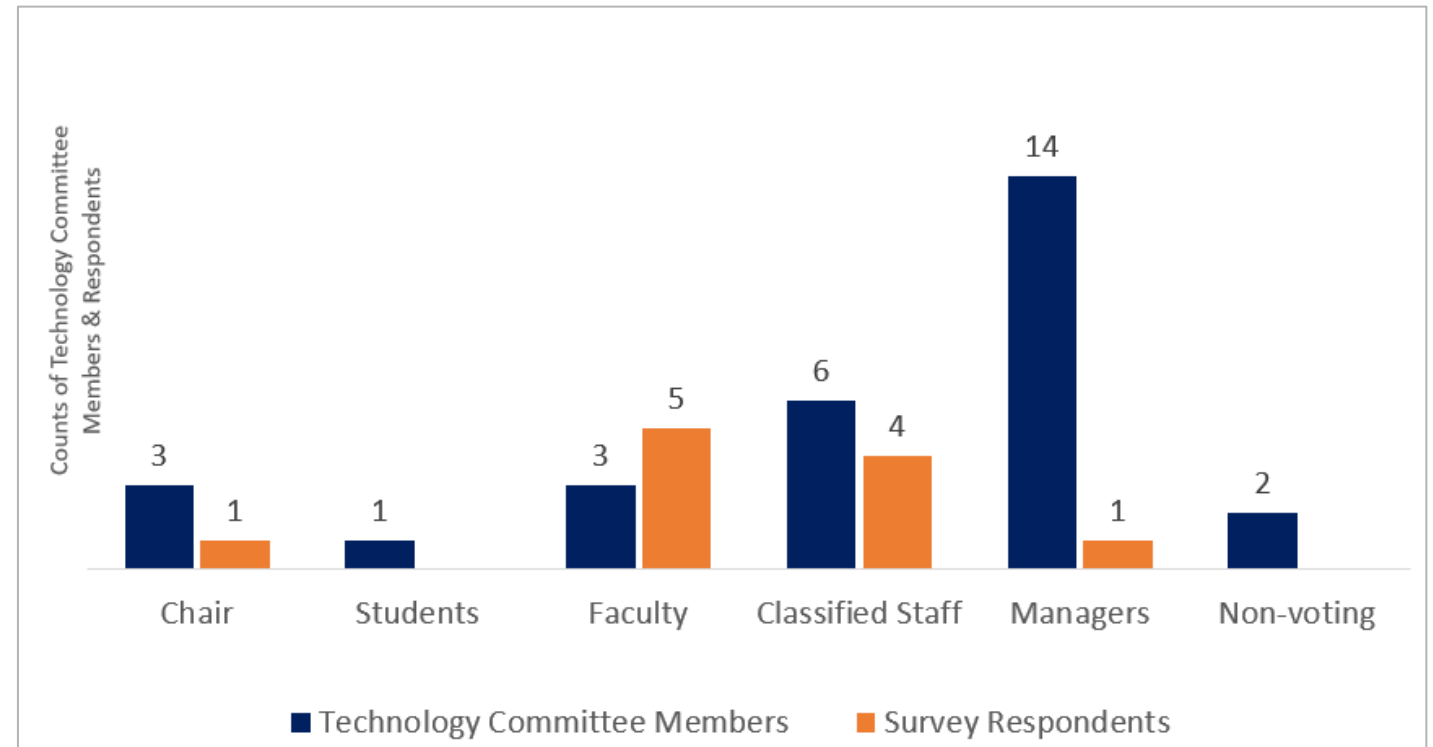
*Participatory governance recognizes and respects **the need for continuous self-assessment**. The committees' processes of governance, decision-making, and communication are **formally assessed at the end of every year**. **Committees use results to create, adjust and/or update these processes**. **Committee members commit to formalize recommendations for change and their implementation** (Participatory Governance, Planning & Decision-Making Handbook, p. 6).*

Who Participated in the Self-Assessment at the end of 2024-25?

Key Insights

- Faculty and staff were the most engaged in responding to the survey.
- Managers representation was low.
- From the three chairs, one responded.
- The student representative and non-voting members did not respond the survey.

Response Rate: 38% (11 out of 29)



Key Strengths

MULTIPLE CHOICE QUESTIONS

The Technology Committee is **perceived to foster collaborative and respectful dialogue**, with all respondents agreeing that divergent views are welcomed, consensus is prioritized, and change/innovation is welcome.

There is **broad satisfaction with transparency efforts**, as respondents affirmed that meetings were publicly disseminated, minutes posted and committee using multiple communication modalities among members and with the campus.

Respondents acknowledged that the **Committee made meaningful recommendations to College Council**, supporting its role in institutional decision-making.

The Technology Committee is seen as **effectively assessing and updating its governance, communication, and decision-making processes based on assessment results.**

Respondents **indicated** that they **consistently fulfilled committee responsibilities**, including attendance, reviewing materials, sharing updates with constituencies, and expressing informed opinions.

Respondents acknowledged that the **Committee has a strong involvement in CIP/Strategic Plan**, which aligns with **positive ratings on performance**: 3 marked the committee as very effective, and 4 as effective.

Moderate-to-High Perceived Progress Across All Goals. For every goal, between 4 to 7 respondents (out of 11) indicated either “Completed” or “Mostly Completed”.

Accomplishments

OPEN-ENDED QUESTION

ACCOMPLISHMENTS

Student Support & Learning Environment

- Approved the implementation of the BetterMynd app.
- Supported WiFi infrastructure upgrades.
- Contributed to enhancing online learning.

Technology Governance & Planning

- Approved several software applications.
- Updated the Comprehensive Technology Plan.
- Fully implemented and increased awareness about the technology review and purchasing process.
- Made progress on key Administrative Procedures (APs).
- Served as a supporting/consulting body for strategic goals led by ITS.

ACCOMPLISHMENTS

AI & Innovation

- Initiated regular dialogue on AI implications.
- Contributed to the development of an AI policy.

Other

- Sponsored the Annual Education Technology Conference.
- Assessed emerging technology trends.

Institutional Effectiveness & Improvement

- Engaged in discussions about refining Program Review processes and offering constructive criticism.
- Held ongoing discussions about Colleague to improve business systems and the student experience.

Areas of Improvement

MULTIPLE CHOICE QUESTIONS

Clarity of Committee Members' Role and Communication

Several members expressed neutrality about their responsibility to communicate between their constituent group and the committee.

Use of Assessment for Process Improvement

Neutral responses may indicate ambiguity about how assessment results are used to inform and adjust governance and decision-making processes.

Follow-Through on Recommendations

Some members were uncertain about whether the committee's recommendations are formalized and implemented.

Engagement in Goal Development and Committee Purpose

Some members were neutral about their role in goal development and their familiarity with the committee's charge and intended outcomes.

Limited Awareness of Broader Planning Involvement

Few respondents identified the committee's role beyond the CIP/Strategic Plan, indicating limited visibility in processes such as Program Review, Annual Planning & Budget, and other institutional plans.

Uncertainty about Committee Effectiveness on Planning Processes

Multiple “I don’t know” responses across planning areas suggest gaps in communication or understanding of the committee’s role in different planning processes.

Lack of Consensus or Visibility on Goal Completion Status

Several goals had 3+ responses marked as “Partially Completed” or “Not Sure”, suggesting inconsistent communication or tracking of progress.

Areas of Improvement

OPEN-ENDED QUESTION

AREAS OF IMPROVEMENT

Technology Systems & Infrastructure

- Implement a useful and robust CRM Recruit
- Complete implementation of Colleague improvements to simplify registration process
- Continue to evaluate the implementation of WiFi to improve campus connectivity
- Prioritize hardware and software upgrades
- Technology service and support infrastructure
- A better flowchart of software/hardware requests

Communication & Collaboration

- Further solidify communication and collaboration
- Support ITS in its ongoing effort to bring customer focus to its operational style
- Support ITS in resolving systems issues with Colleague that create challenges for end users and especially students

AREAS OF IMPROVEMENT

Program Review Process

- Dean buy-in to program review (facilitating answers to questions of faculty-dean interaction)
- Recruitment for more faculty members
- A revised rubric

Artificial Intelligence (AI) Integration

- Exploring AI for instruction and administration
- Significantly advancing strategic work around the uptake and integration of AI tools into campus processes

Training & Professional Development

- Promote technology proficiency and training
- Staff development

Suggested Follow-up Actions

Related to Areas of Improvement from Multiple Choice Questions

- Allocate time during a committee meeting for members, including chairs, to complete the self-assessment survey to improve response rate.
- Clarify the Technology Committee's Role in ECC planning processes
- Present an end-of-year summary showing progress on all committee goals and how they connect to the CIP.
- Document how feedback is used in the Technology Committee to refine implementation and regularly communicate that back to committee members.
- Create “key points” slides or summaries after each meeting for members to share with their constituents.
- Clarify expectations for committee members to serve as communication bridges with their constituencies.
- Incorporate a recurring “constituent feedback” agenda item, where members can bring forward questions or input gathered from their constituencies.
- Dedicate one meeting to co-develop goals, ensure alignment with campus needs, and increase buy-in

Related to Areas of Improvement from Open-Ended Question

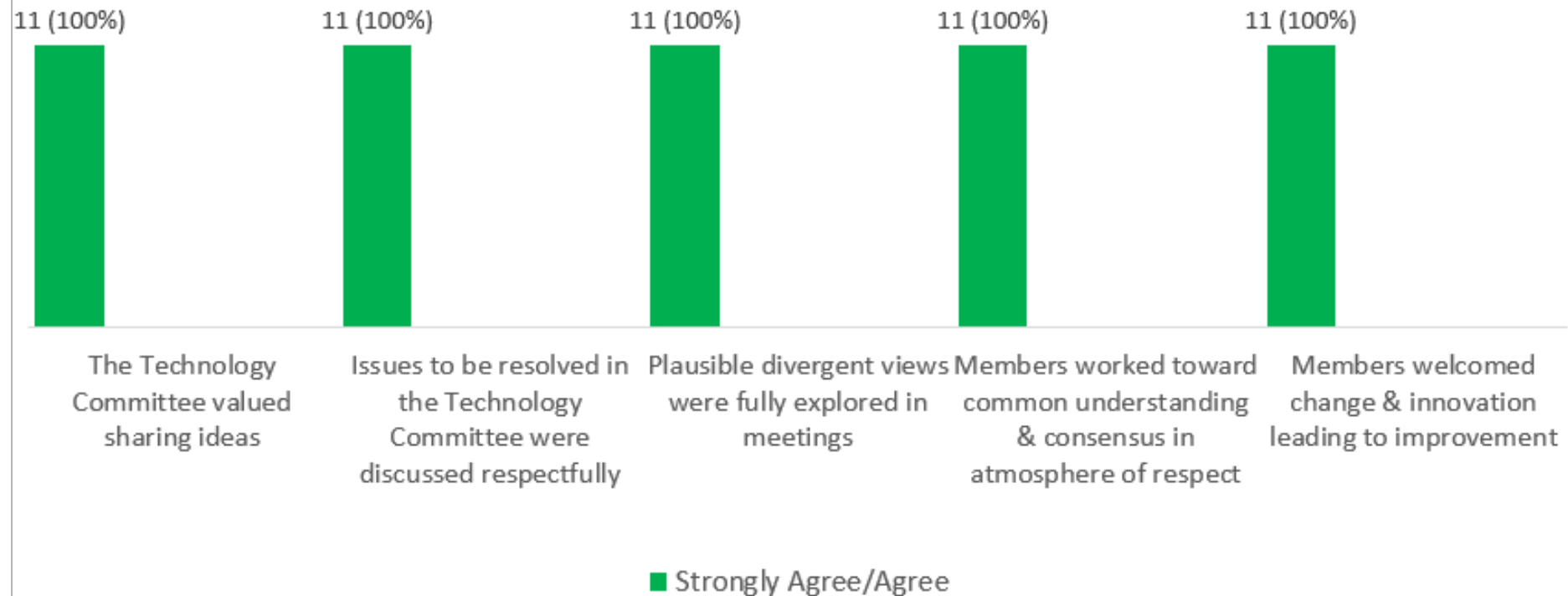
- Finalize and communicate a timeline for CRM Recruit deployment with measurable milestones.
- Develop a visual flowchart for the software/hardware request and approval process and publish it on the Technology Committee webpage.
- Create a Colleague Improvement User Group to gather feedback from students and staff on remaining pain points.
- Conduct a WiFi experience survey, especially targeting students in high-traffic and remote areas.
- Host a technology listening session each semester to promote transparency and gather broader campus input.
- Invite Academic Program Review co-chairs to share with them feedback on the program review process.
- Continue refining the AI policy by gathering feedback from the ECC community ensuring equity and alignment with academic integrity.
- Work with HR or PD committee to create a professional development pathway for staff in digital fluency and innovation.

Detailed Survey Data Charts

Genuine Collaboration & Responsible Participation

5 QUESTIONS

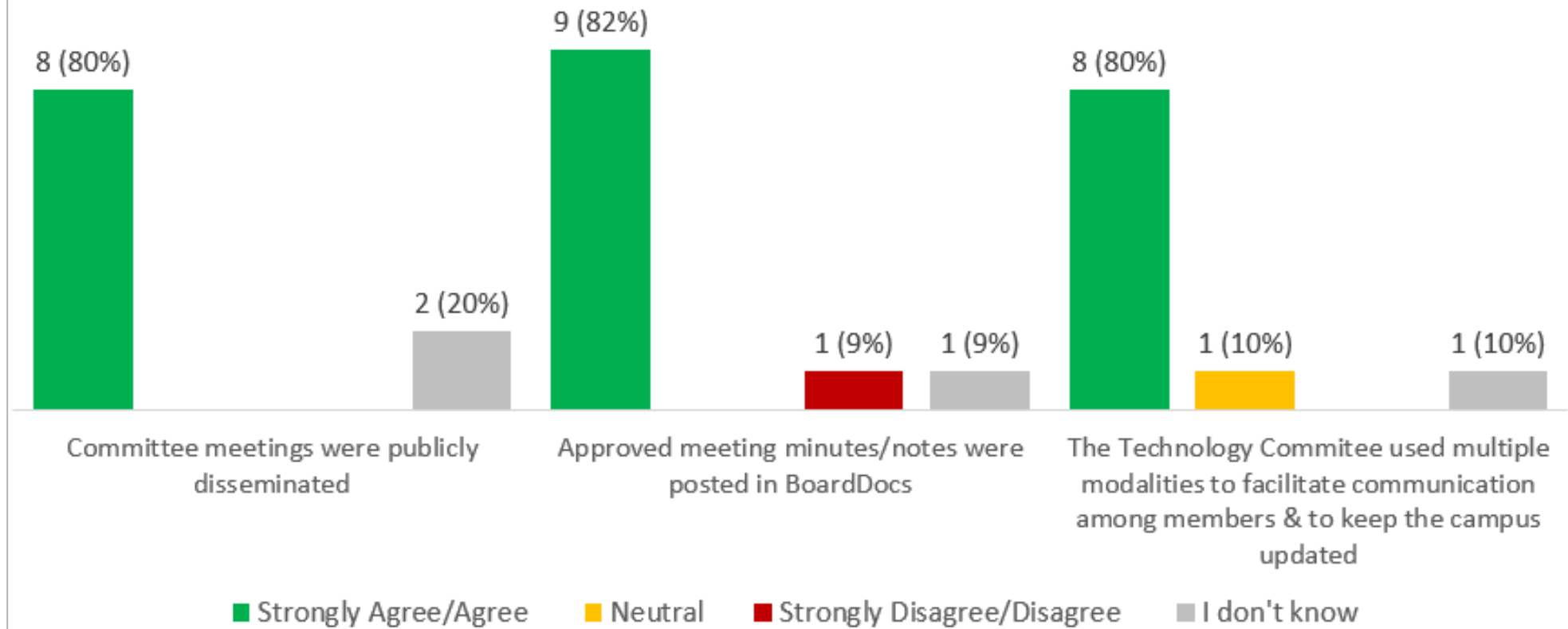
Technology Committee: Genuine Collaboration & Responsible Participation



Transparency

3 QUESTIONS

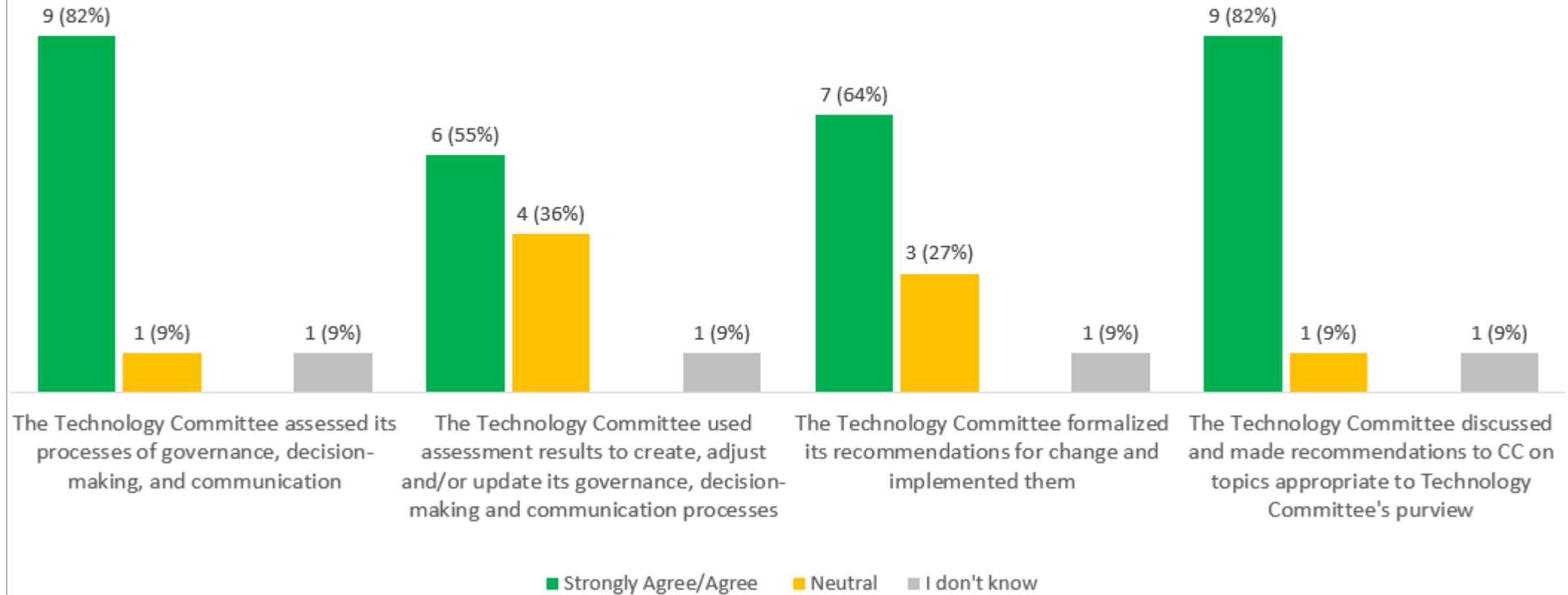
Technology Committee: Transparency



Committee Governance, Decision-Making & Communication Processes

4 QUESTIONS

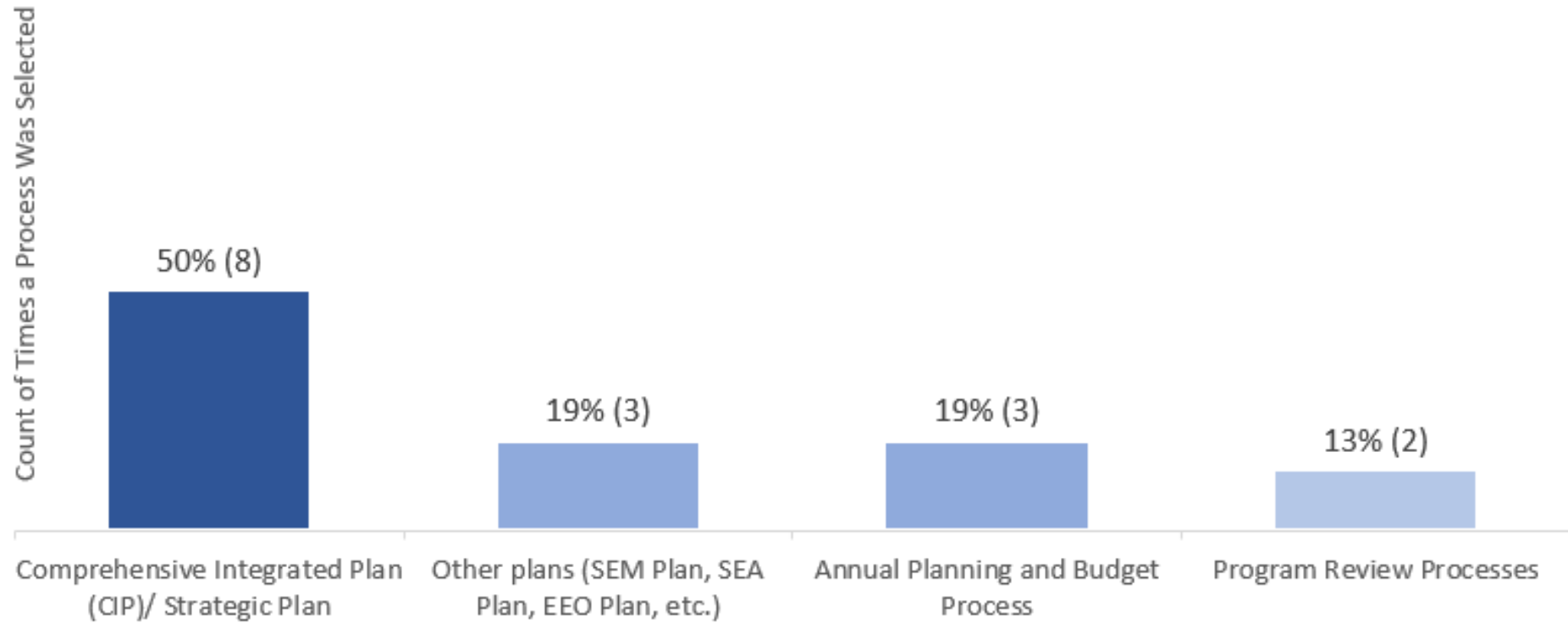
Technology Committee: Governance, Decision-Making & Communication Processes



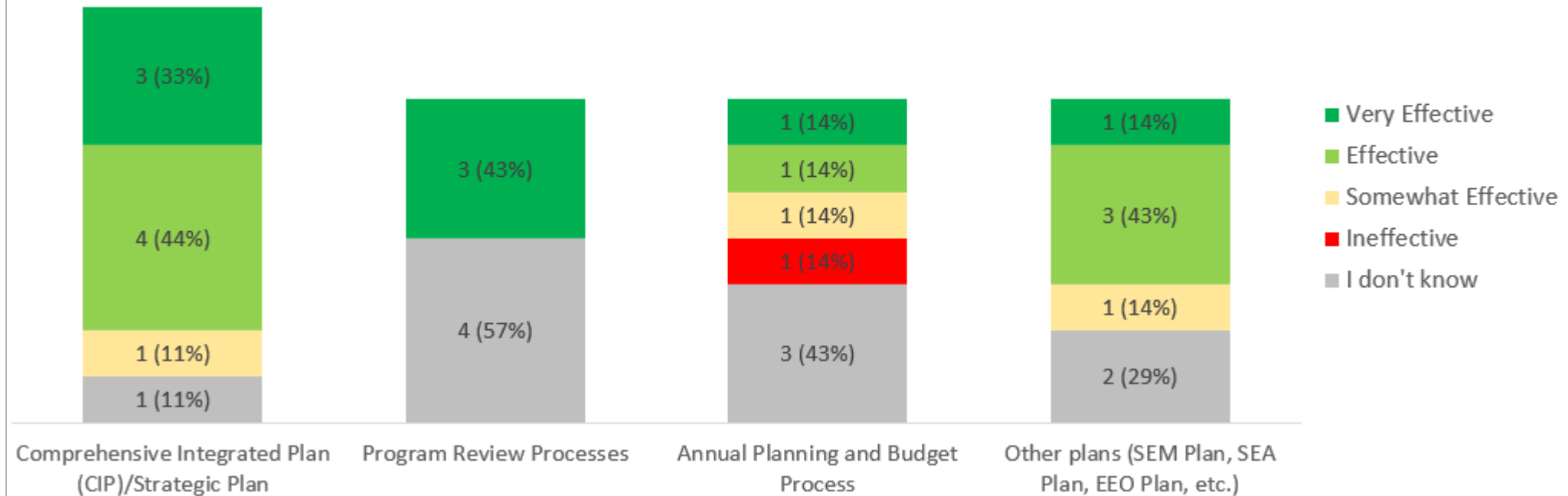
Assessment Technology Committee's Role on Planning Processes

8 QUESTIONS

Respondents' Perception on Technology Committee's Level of Involvement on Planning Processes



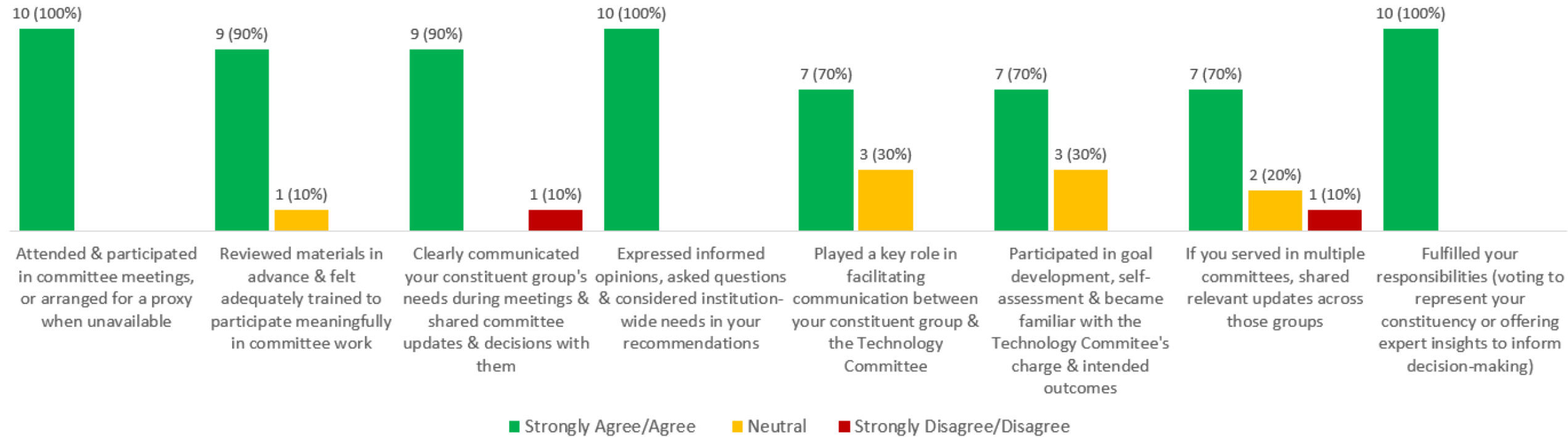
Assessment of Technology Committee's Role on Relevant Planning Processes



Committee Members' Responsibilities

8 QUESTIONS

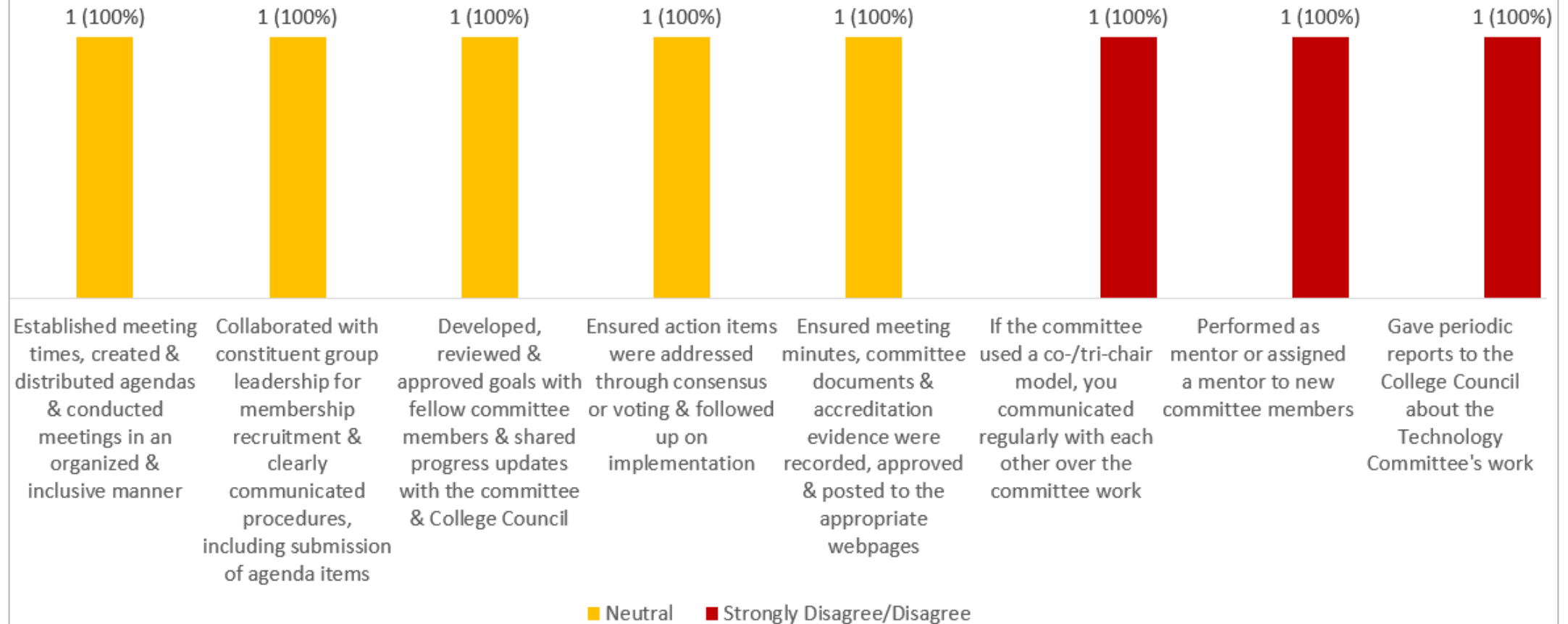
Technology Committee Members' Responsibilities



Chairs' Responsibilities

8 QUESTIONS

Technology Committee: Tri-Chair's Responsibilities

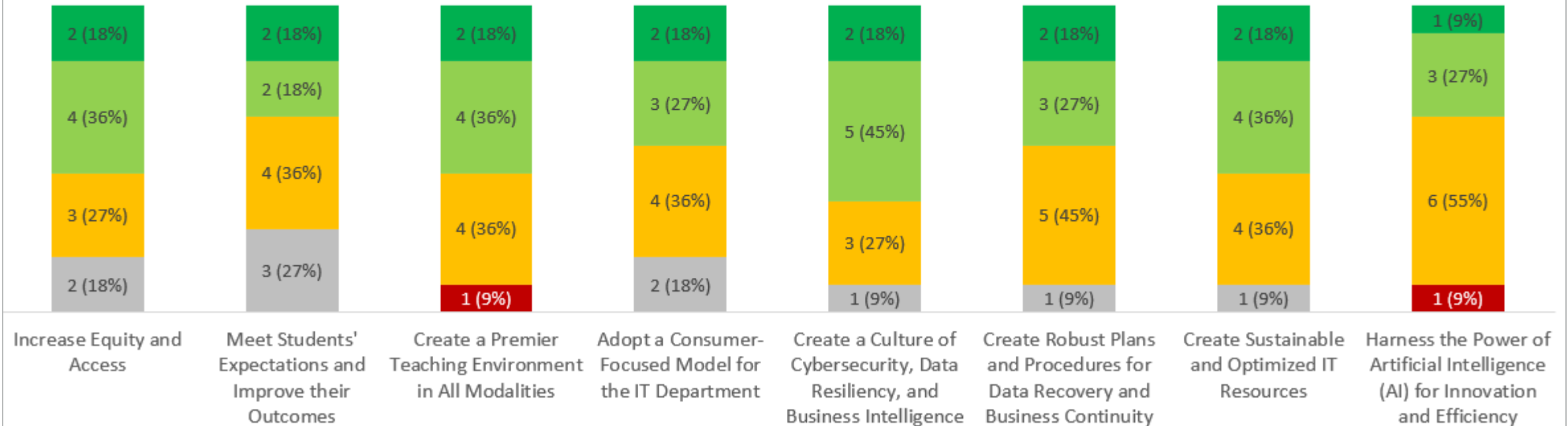


2024-25 Technology Committee's Goals Assessment

8 QUESTIONS

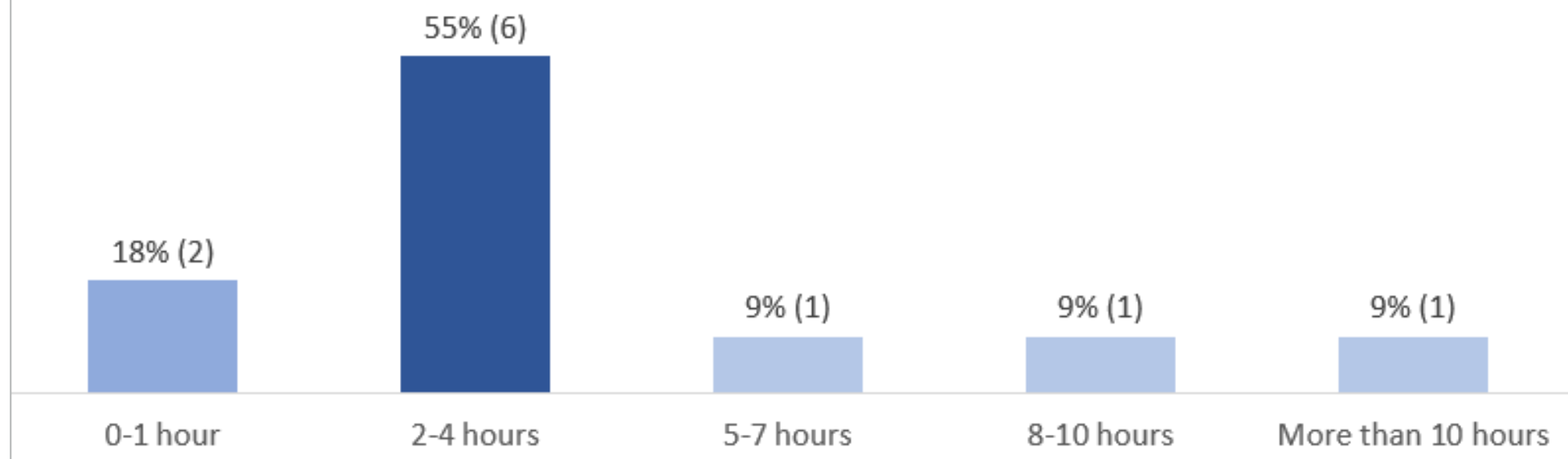
Completion of Technology Committee Goals

- Completed
- Mostly Completed
- Partially Completed
- Not Sure
- Not Started



Monthly Time Spent on Technology Committee Related Work

Monthly Number of Hours Spent in Technology Committee's Related Work



Accomplishments Mentioned by Respondents

- Approved implementation of BetterMynd app.
- Established ongoing discussions about Colleague, which was helpful to adjusting business systems and improve the student experience.
- Initiated regular dialogue on AI implications, which was useful to navigating AI use across campus.
- Approved several software applications.
- Contributed to the development of AI policy.
- Supported infrastructure upgrades (WiFi)
- Contributed to the enhancement of online learning.
- Updated Comprehensive Technology Plan.
- Assessed technology trends.
- Sponsored Annual Education Technology conference.
- Engaged in discussions about refining Program Review processes and how to approach and offer constructive criticism.
- Fully implemented and increased awareness about the technology review and purchasing process.
- Made progress on key APs.
- Served as a supporting/consulting body for strategic goals led by ITS.

Improvements Mentioned by Respondents

- Implement a useful and robust CRM Recruit
- Complete implementation of Colleague improvements to improve the registration process for students and most important, simplify, where possible, the experience
- Continue to evaluate the implementation of WiFi to improve campus connectivity
- Further solidify communication and collaboration
- Prioritize hardware and software upgrades
- Promote technology proficiency and training
- Exploring AI for instruction and administration
- Technology service and support infrastructure
- Staff development
- Program Review: Dean buy-in to program review (facilitating answers to questions of faculty-dean interaction when appropriate)
- Program Review: Recruitment for more faculty members
- Program Review: A revised rubric
- Support ITS in its ongoing effort to bring customer focus to the fore of its operational style.
- Support ITS in resolving systems issues with Colleague that create challenges for end users and especially students
- Significantly advancing strategic work around the uptake and integration of AI tools into campus processes
- A better flowchart of software/hardware requests



Thank You Questions?