

# STRATEGIC PRIORITY 4: TECHNOLOGY

The San José-Evergreen Community College District will invest in secure information technology solutions and instructional technology that enhance the learning and working environment and support guided pathways, institutional effectiveness, and student success.

<p><b>OBJECTIVE 1</b> Provide regular updates of technology to ensure the quality and capacity to support operations, programs, services and the mission.</p>	<p>KPI Level of user satisfaction with the overall quality and capacity of technology to support student success and operations.</p>
<p><b>OBJECTIVE 2</b> Implement continuous improvements of standardized business processes involving technology to improve institutional operations.</p>	<p>KPI Increase in user satisfaction with improved business processes.</p>
<p><b>OBJECTIVE 3</b> Ensure institutional support of technology planning and standardized project management including portfolio management, project intake and project prioritization.</p>	<p>KPI Increase in user satisfaction with improved business processes for technology planning, prioritization and project management.</p>
<p><b>OBJECTIVE 4</b> Support institutional data management and data governance for data-informed decision-making.</p>	<p>KPI Increase in user satisfaction with institutional data management, data governance and data-informed decision-making.</p>
<p><b>OBJECTIVE 5</b> Develop and continuously improve internal and external web resources and mobile applications to support operations, programs, services and the mission.</p>	<p>KPI Increase in user satisfaction with new web resources after implementation.</p>