

## Vision 3 | Outstanding Student Experience

The College has a reputation as an innovative institution. However, faculty and students reported that classroom experiences are not consistent across campus; there is inequity in the condition and outfitting of campus facilities; and there is not a dedicated service desk for students to contact for technology support.

IT can help affirm and advance SMC's reputation as an innovative institution by coordinating and facilitating the adoption of new technologies across campus, equipping the College's instructional spaces with consistent technology, and establishing an IT service desk. SMC will need to regularly consult with faculty and students to help determine technology needs and priorities.



This section includes the following initiatives:

1. **Promote usable and consistent experience in classrooms and labs** – Establish a comprehensive support model for all classrooms and labs. Spaces should be welcoming, consistent, and intuitive. Support should be reliable, timely, and proactive. Consistent technology in learning spaces provides seamless technology experience for students and faculty, and improves IT's ability to provide consistent support.
2. **Plan and support adoption of emerging technology trends** – Continuously evaluate the existing and anticipated technology needs of the College and work collaboratively with the College community to procure technology solutions that best meet College needs.
3. **Establish IT service desk** – Establish two single point-of-contact service desks. One for students with at least one walk-up location on campus and another for faculty and staff. Service desks improve clarity regarding where to go for IT support, provide more efficient IT support and an internal knowledgebase, and create opportunities for growth for IT staff.
4. **Support Guided Pathways Framework** - Provide the technical support and expertise needed to reshape the college as an equitable institution that is more effective and more efficient at serving SMC's diverse student body.