TECHNOLOGY

MiraCosta College's Academic Information Services (AIS) provides a core suite of technologies and technical resources required to support high-quality online education, including the following:

- Infrastructure
    1. Server capacity
    2. Wired and wireless networks
    3. Campus website.
- Core productivity technologies
    1. Email
    2. Office suite
    3. Virtualization of specialized applications: VMWare
    4. Student information system: PeopleSoft.
- Key instructional technologies
    1. Course management systems: Blackboard and Moodle
    2. Voice tools within Bb and Moodle: Blackboard Voice Authoring
    3. Synchronous web-conferencing: CCC Confer
    4. Screencasting: TechSmith Relay
    5. Assessment: Turnitin and Respondus
    6. Accessibility: Read & Write Gold
    7. Technology-enhanced classrooms that enable use of all of the above
    8. Computer labs with a variety of hardware and software, including discipline-specific technologies as needed.
- Technology support
    1. System development and maintenance staff
    2. Employee help desk
    3. Student help desk.

The MiraCosta College 2015-2018 Technology Plan provides a detailed look at the commitment to "deploy and sustain technology initiatives that support student success, teaching and learning, student services, and administrative functions of the district." The plan highlights strategic focus areas, including student success and support, analytics, mobile and online, and reliable secure technology and infrastructure.

This plan reiterates the importance of MiraCosta's online education technology having sufficient capacity to meet teaching and learning needs while being fully accessible, mobile-friendly, and secure. Further, technology support–especially the student help desk–must be monitored to ensure students and faculty have the level of support they need.