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## **NVC AS Educational Technology Committee and DE Workgroup Joint Statement on Technology Needs**

Since March 2020, faculty and staff of Napa Valley College (NVC) have been primarily working remotely. Both administrative and instructional duties are being carried out online, including the majority of classes. To support a robust online learning environment, as well as day-to-day operations, basic technology needs must be met.

Even prior to March 2020, faculty, staff, and students had experienced numerous technical failures with our website, email, and classroom technology. These failures have been detrimental to work and student learning, and in all likelihood have negatively impacted enrollment, retention and student success.

As Fall 2020 comes to a close, Single Sign On (SSO) and Outlook continue to be a problem for faculty, staff, and students. Email and calendar features remain inaccessible for some faculty. As we plan for Spring 2021, continued issues with NVC's systems will create additional barriers to online learning, and further erode staff and student morale, productivity, and student success.

Solving these problems should be the top priority of the institution. We know the problems do not fall on one specific department or individual, so we affirm that NVC leadership must stand behind, fund and prioritize technology infrastructure and staffing. These issues affects the whole campus community. With sustained, robust support, technology problems can be resolved more efficiently and expediently.