

1. Institutional Technology Master Plan

I. INTRODUCTION

Lassen Community College strives to use technology to achieve institutional goals for student success and provide a modern telecommunication infrastructure for college staff. The college maintains a full spectrum of technology infrastructure and services, including domain servers, switched fiber network, e-mail hosted by LCOE, Voice Over IP telephone system including voice mail, fully-equipped desktops for all staff as well as student labs, configurable anti-virus and anti-spam services, and public Web pages. An integrated administrative software suite, Datatel Colleague, provides functionality in HR, Finance, and Student applications, and includes a Web self-service interface. A Learning Management System platform (Moodle) is remotely hosted. Instructional media (projectors, DVD, overhead) are available in some classrooms. As of Fall 2011, 11 classrooms have been upgraded with Interactive Whiteboards, Wifi Networking, and/or Infer Red Polling Devices (“Clickers”), designating them as “Smart” Classrooms.

The Research, Planning and Information Services (RPIS) Department, consists of four staff: three Information Technology Specialists supporting servers, network, end user devices (phones, fax, desktops, laptops, printers) one Programmer/Analyst supporting Datatel (currently vacant) and a Data Systems Analyst. Other technology support functions are contracted externally e.g., Web page maintenance and Datatel updates.

The college-wide Institutional Technology Committee, comprised of members from each constituent group, is charged with the responsibility of addressing institutional technology needs. The Committee develops the Institutional Technology Master Plan and meets to discuss and make recommendations regarding present and future technology needs. Operational technology decisions are also based on RPIS Department advice and deliberations. The RPIS Department is subject to the Non-Instructional Program Review (NIPR) cycle, with the last full review conducted in 2011.

The plan focuses on the alignment of institutional technology with curricular needs as outlined in the Educational Master Plan, the ongoing assessment of current technological requirements, oversight and direction of the WebAdvisor interface, periodic review of the Lassen Community College website in an effort to ensure that student needs are being met, and prioritization of technology initiatives with emphasis given to meeting students’ needs in the classroom and to attracting new students.

II. INSTITUTIONAL TECHNOLOGY PLANNING COMMITTEE

The following individuals served as members of the 2011-2012 Institutional Technology Planning Committee:

- Terry Bartley (Management) – Staff Accountant/Manager, Business Office
- Kayleigh Carabajal (Administration) –Dean of Academic Services

- Logan Merchant (Classified) – Information Technology Specialist (Server/Network), RPIS
- Robin Padgett (Management) – Job Placement Specialist, CalWORKS
- Richard Swanson (Faculty) – English
- Elaine Theobald (Classified) – Information Technology Specialist (Desktop), RPIS
- Jackson Ng (Faculty) – Mathematics (alternate member)
- Tom Jeffries (Faculty) – Nursing
- Kam Vento (Faculty) – Business
- Brittany Bowman – Associated Student Body (ASB)

III. 2012-2017 INSTITUTIONAL TECHNOLOGY EXPECTATIONS AND STANDARDS

Expectation 1: Systems Assurance

Standards:

- Life-cycle management
- Emergency preparedness
- Policies and procedures to protect assets

Expectation 2: Organizational Effectiveness and Efficiency

Standards:

- Quality data
- Unified communications and access
- Document management
- Online services and tools
- Training
- Policies and procedures to simplify use
- Reporting compliance

Expectation 3: Student Excitement

Standards:

- Computing capabilities that enrich student learning and experience
- Online services capacity
- Online learning and media capacity

INSTITUTIONAL TECHNOLOGY ACTION PLAN

2012-2013 – 7 Strategies						
Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
4	4	Equip Teaching Center in HU 102	Teaching Center established for faculty professional development on instructional technology and alternative delivery modalities	Summer 2012	Dean of Academic Services, RPIS, ITPC, Director of Facilities	Added professional development capability and training for faculty and staff
4	4	Equip instructional spaces with state-of-the-art technology (i.e., Smart Classrooms)	To maximize the use of technology in teaching and learning at the college	5 - Fall 2012 6 - Spring 2013	RPIS, Academic Senate, Dean of Academic Services, Dean of Administrative Services, Director of Facilities	Phased implementation including eleven classrooms equipped
4	4	Equip a Business Computer Lecture/Lab in CA123A	Establish a lab for planned expansion of the Business Program and establishment of appropriate external partnerships	Summer 2012	Dean of Academic Services, Division Chair, Business program faculty, RPIS, Director of Facilities	Business Program development and added to capacity to build an entrepreneurial business center
3	3	Expand WebAdvisor functionality	Assure increasing accessibility and federal compliance	Fall 2012	RPIS, Dean of Student Services	Added online service capability and training for students, faculty and staff
5	5	Implement and pilot WEAVEOnline	To maximize the integration of planning and assessment	Fall 2012	RPIS, Title III Activity Director, Consultation Council, Academic Senate, Cabinet	Installation and implementation of web-hosted solution. LCC campus personnel training and pilot areas established
6	6	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website Survey users for feedback Update website as needed	Summer 2012 Summer 2012 Fall 2012	RPIS, ITPC RPIS, ITPC RPIS, Dean of Academic Services, Dean of Student Services	Added online service capability and training for students, faculty and staff
3	3	Offer LCC assigned student email addresses for all current students	Promote more reliable communication with students, staff and faculty	Fall 2012	RPIS, ITPC	Automatic assignment of college email to students

2013-2014 – 6 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3	3	Equip "Virtual Library" with learning stations (18 computers)	To maximize the use of technology in teaching and learning at the college	Fall 2013	RPIS, Dean of Academic Services, Dean of Administrative Services, Director of Facilities	Reduced square footage dedicated to stacks, student study carols and group learning spaces created, 50% increase in student computer usage in library
5	5	Institutionalize the use of WEAVEOnline	To maximize the integration of planning and assessment	Spring 2014	RPIS, Consultation Council, Academic Senate, Cabinet	Ongoing LCC campus personnel training and routine usage of results and reports in data-informed decision making
5	5	Maximize capacity in Datatel (Degree Audit and Communication Management)	Increased capacity to communicate with students, faculty and staff	Fall 2013	RPIS, Dean of Administrative Services, Dean of Student Services	Implemented and evaluated
5	5	Establish an intranet for web-based communication	Evaluation of current use of SharePoint document management system Employees will electronically create and submit standard LCC forms Implement Image Now	Fall 2013 Fall 2013 Fall 2013	RPIS All LCC Campus Personnel RPIS, ITPC, Dean of Administrative Services	Scan and store all documents electronically. Implement electronic communication across campus personnel
4	4	Create a 3-year Refresh Plan (hardware/software, Smart classrooms, computer labs and faculty, staff and student computers)	Assure state-of-the art technology maintained at LCC	Fall 2013	RPIS, ITPC, Cabinet	Approved Refresh Plan for 2014-2015 implementation
6	6	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website Survey users for feedback Update website as needed	Spring 2014 Spring 2014 Spring 2014	RPIS, ITPC RPIS, ITPC RPIS, Dean of Academic Services, Dean of Student Services	Added online service capability and training for students, faculty and staff

2014-2015 – 3 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
4	4.3	4.3.x. Equip instructional spaces with state-of-the-art technology (i.e., Smart Classrooms)	To maximize the use of technology in teaching and learning at the college	Fall 2014	RPIS, Academic Senate, Dean of Academic Services, Dean of Administrative Services	Implementation of refreshes for all Smart classrooms
6	6	Assure a vital Web presence	Regular review of content and functionality of LCC website Update website as needed	Fall 2014 Fall 2014	RPIS, ITPC RPIS, ITPC, Dean of Academic Services, Dean of Student Services	Added online service capability and training for students, faculty and staff
4	4	Implement Refresh Plan Year 1	Assure state-of-the art technology maintained at LCC	Spring 2015	Dean of Administrative Services, RPIS	Phase 1 of Refresh Plan completed

2015-2016 – 2 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
6	6	Assure a vital Web presence	Regular review of content and functionality of LCC website Update website as needed	Fall 2015 Fall 2015	RPIS, ITPC RPIS, ITPC, Dean of Academic Services, Dean of Student Services	Added online service capability and training for students, faculty and staff
4	4	Implement Refresh Plan Year 2	Assure state-of-the art technology maintained at LCC	Spring 2016	Dean of Administrative Services, RPIS	Phase 2 of Refresh Plan completed

2016-2017 – 2 Strategies

Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
6	6	Assure a vital Web presence	Regular review of content and functionality of LCC website Update website as needed	Fall 2016 Fall 2016	RPIS, ITPC RPIS, ITPC, Dean of Academic Services, Dean of Student Services	Added online service capability and training for students, faculty and staff
4	4	Implement Refresh Plan Year 3	Assure state-of-the art technology maintained at LCC	Spring 2017	Dean of Administrative Services, RPIS	Phase 3 of Refresh Plan completed