

# **LASSEN COMMUNITY COLLEGE**

## **INSTITUTIONAL TECHNOLOGY MASTER PLAN**



**2015-2020**

# 1. Institutional Technology Master Plan

## I. INTRODUCTION

Lassen Community College uses 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 Office365 Exchange Hybrid solution, Voice Over IP telephone system including voice mail, fully-equipped desktops/laptops for all full-time employees as well as student labs, configurable anti-virus and anti-spam services, and public Web pages. An integrated administrative software suite, Ellucian Colleague, provides functionality in HR, Finance, and Student applications, and includes a Web self-service interface (Ellucian Portal, Student Self-Service, & WebAdvisor). A Learning Management System platform (Moodle) is remotely hosted. Twenty-three (23) classrooms have been upgraded with interactive whiteboards, ultra short-throw projectors, document cameras, laptop docking stations and wireless network access designating them as “Smart” Classrooms.

In 2014 the Information Technology (IT) Department consists of four staff: Director of Information Technology and three Information Technology Specialists supporting servers, network, end user devices (phones, fax, desktops, laptops, and printers). Some technology support functions are contracted externally e.g., Ellucian customizations.

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 IT Department advice and deliberations. The IT 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 2014-2015 Institutional Technology Planning Committee:

- Julie Johnston (Management) – Public Relations Officer
- David Clausen (Administration) – Vice President of Administrative Services
- Logan Merchant (Classified) – Information Technology Specialist II (Server/Network), IT Dept.
- Michael Giampaoli (Faculty) – Art
- Jackson Ng (Faculty) – Mathematics (alternate member)
- Garret Taylor (Faculty)
- Adam Runyan (Faculty)
- Kam Vento (Faculty)
- Cathy Harrison (Classified) –
- David Corley (Management) – Director of Information Technology
- Tammy Robinson (Administration) – Interim Vice President of Academic Services
- Patrick Walton (Administration) – Dean of Student Services
- Elaine Theobald (Classified – Alt)
- Jake Freitas (Classified – Alt)
- <vacant> – Associated Student Body (ASB)

## III. 2014-2019 INSTITUTIONAL TECHNOLOGY ENCOMPASSING ELEMENTS

The Institutional Technology Master Plan articulates a pathway of support for the technological needs of the college through five all- encompassing elements: Professional Development, Capacity Building, Program Development, Outreach Implementation, and Capital Development. This pathway coincides with college planning in regards to technological needs and implements the college mission statement, identifies recommendations made through instructional program reviews, and utilizes strategic goals approved by the Governing Board.

### Element I – Professional Development

As technology evolves, it is crucial for staff and faculty to develop their knowledge in order to provide the best support and education possible for students. Therefore, training in the available and emerging technology is vital to all personnel.

### Element II – Capacity Building

Today's educational environment requires colleges to deliver curriculum in alternative and innovative ways. As a result, the college recognizes the need for relevant technology. Throughout the next five years, the college will build this capacity in classroom technology and administrative support.

### **Element III – Program Development**

Institutional technology will grow and evolve as instructional and non-instructional programs require it, providing the infrastructure, support and training required by the other programs.

### **Element IV – Outreach Implementation**

Institutional technology will increase the outreach opportunities of the college over the next five years through its implementation and support of the college online presence, including web services, online classes, online registration, and a portal platform. This new technology will allow the college to support students both inside and beyond its geographic region.

### **Element V – Capital Development**

The college will review and expand the available wireless network system on campus, enabling access for students and staff to the college resources and Internet resources. The existing fiber optic plant requires testing and review, and may require section replacement and/or rerouting. Network switches and firewall needs replacement.

**Color Key: Academic Planning, Student Services Planning, Human Resources Planning, Facilities Planning, Technology Planning, Institutional Research**

**Institutional Technology Staffing Proposal 2014-2015 (recommended staffing positions in priority order)**

1. Convert 1 Information Technology Specialist II position to an Information Technology Specialist III position – July 1, 2015

**Institutional Technology Budget Prioritization Proposal 2014-2015 (recommended ongoing expenditures in priority order)**

1. Increase budget allocated for Colleague Annual Maintenance due to purchase of Ellucian Portal, Student Planning, & Retention Alert.
  - a. \$22,470 annually
2. 5 Year Technology Refresh Plan.
  - a. \$120,000 annually (Enhance Leasing budget by \$50,000)
3. Purchase Document Imaging System (\$ TBD) [IEMP]
4. With expanded use of Moodle it may be necessary to increase the annual maintenance and support for Moodlerooms. (TBD – currently budgeted at \$7650.00 annually)
5. Additional training funds for IT Dept. - \$10,000 [estimate]
6. Exploring other options to NeoGov Perform & OnBoard. (\$TBD) - Alternative for OnBoard could be ImageNow Document Imaging and exploring options for Perform. [pending HR Master Plan]

**Institutional Technology Budget Prioritization Proposal 2014-2015 (recommended one time expenditures in priority order)**

1. Equip all Network closets with a UPS to provide at least 1 hour battery backup to support phones in the event of a power outage. (\$40,000) [IT]
2. Purchase Document Imaging System (\$ TBD) [IEMP]
3. Print Management/ID Card system for Library (est. \$4000)
4. Dual Monitor System for Marketing (\$600) [2014 Marketing NIPR]
5. Replace Microfiche with a digital system (\$3,000) [2014 A&R].
6. Exploring other options to NeoGov Perform & OnBoard. (\$ TBD) - Alternative for OnBoard could be ImageNow Document Imaging and exploring options for Perform. [pending HR Master Plan]

**Institutional Technology Budget Prioritization Proposal Future Years (recommended ongoing expenditures in priority order)**

1. Weave Online Annual Maintenance to be paid by General Fund when Title III funds end.
  - a. \$10,600 annually starting 2016-2017

## INSTITUTIONAL TECHNOLOGY ACTION PLAN

Institutional Technology Action Plan 2015-2016 – 4 Strategies						
Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement / Target
3	3.1.l.	Maximize capacity in Ellucian Colleague	Increase capacity to communicate with students, faculty and staff	Fall 2015	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3	3.1.e.	Assure a vital Web presence	Regular review of content and functionality of MyLassen Portal /website	Fall 2015	IT, ITPC	Added online service capability and training for students, faculty and staff
			Survey users for feedback	Fall 2015	IT, ITPC, IE	
			Update website as needed	Fall 2015	IT, Dean of Instructional Services, Dean of Student Services	
3	3.2.f.	Implement Refresh Plan Year 1	Assure state-of-the art technology maintained at LCC	Spring 2016	VP of Administrative Services, IT	Phase 1 of Refresh Plan completed
3	3.2.e.	Review wireless network coverage inside buildings and in outdoor common	Reliable signal strength in areas that students, faculty, and staff	Spring 2016	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred,
		Evaluate Document Imaging for possible Implementation	Implement Document Imaging	Fall 2015	IT, VP of Administrative Services, Dean of Student Services	Select Vendor and begin implementation
			Launch new Campus Website	Fall 2015	IT, VP of Administrative Services, Dean of Student Services, VP of Academic Services	Implement new website
		Moodle Updates & Improvements	Reliable Online Course Management System for Faculty & Students to use	Fall 2015		Implement & evaluate

**Institutional Technology Action Plan 2016-2017 – 4 Strategies**

<b>Goal</b>	<b>Objective</b>	<b>Strategy Description</b>	<b>Desired Outcome</b>	<b>Timeline</b>	<b>Responsible Party(s)</b>	<b>Achievement / Target</b>
3	3.1.l.	Maximize capacity in Ellucian Colleague	Increase capacity to communicate with students, faculty and staff	Fall 2016	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3	3.1.e.	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website	Fall 2016	IT, ITPC	Added online service capability and training for students, faculty and staff
			Survey users for feedback	Fall 2016	IT, ITPC, IE	
			Update website as needed	Fall 2016	IT, Dean of Instructional Services, Dean of Student Services	
3	3.2.g.	Implement Refresh Plan Year 2	Assure state-of-the art technology maintained at LCC	Spring 2017	VP of Administrative Services, IT	Phase 2 of Refresh Plan completed
3	3.2.e.	Review wireless network coverage inside buildings and in outdoor common areas	Reliable signal strength in areas that students, faculty, and staff frequent	Spring 2017	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred, average session length, etc. showing an increase

**Institutional Technology Action Plan 2017-2018 – 4 Strategies**

<b>Goal</b>	<b>Objective</b>	<b>Strategy Description</b>	<b>Desired Outcome</b>	<b>Timeline</b>	<b>Responsible Party(s)</b>	<b>Achievement / Target</b>
3	3.1.l.	Maximize capacity in Ellucian Colleague	Increase capacity to communicate with students, faculty and staff	Fall 2017	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3	3.1.e.	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website	Fall 2017	IT, ITPC	Added online service capability and training for students, faculty and staff
			Survey users for feedback	Fall 2017	IT, ITPC, IE	
			Update website as needed	Fall 2017	IT, Dean of Instructional Services, Dean of Student Services	
3	3.2.h.	Implement Refresh Plan Year 3	Assure state-of-the art technology maintained at LCC	Spring 2018	VP of Administrative Services, IT	Phase 3 of Refresh Plan completed
3	3.2.e.	Review wireless network coverage inside buildings and in outdoor common areas	Reliable signal strength in areas that students, faculty, and staff frequent	Spring 2018	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred, average session length, etc. showing an increase



**Institutional Technology Action Plan 2018-2019 – 4 Strategies**

<b>Goal</b>	<b>Objective</b>	<b>Strategy Description</b>	<b>Desired Outcome</b>	<b>Timeline</b>	<b>Responsible Party(s)</b>	<b>Achievement / Target</b>
3	3.1.l.	Maximize capacity in Ellucian Colleague	Increase capacity to communicate with students, faculty and staff	Fall 2018	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3	3.1.e.	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website  Survey users for feedback  Update website as needed	Fall 2018  Fall 2018  Fall 2018	IT, ITPC  IT, ITPC, IE  IT, Dean of Instructional Services, Dean of Student Services	Added online service capability and training for students, faculty and staff
3	3.2.i.	Implement Refresh Plan Year 4	Assure state-of-the art technology maintained at LCC	Spring 2019	VP of Administrative Services, IT	Phase 4 of Refresh Plan completed
3	3.2.e.	Review wireless network coverage inside buildings and in outdoor common areas	Reliable signal strength in areas that students, faculty, and staff frequent	Spring 2019	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred, average session length, etc. showing an increase

**Institutional Technology Action Plan 2019-2020 – 4 Strategies**

<b>Goal</b>	<b>Objective</b>	<b>Strategy Description</b>	<b>Desired Outcome</b>	<b>Timeline</b>	<b>Responsible Party(s)</b>	<b>Achievement / Target</b>
3	3.1.l.	Maximize capacity in Ellucian Colleague	Increase capacity to communicate with students, faculty and staff	Fall 2018	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3	3.1.e.	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website  Survey users for feedback  Update website as needed	Fall 2018  Fall 2018  Fall 2018	IT, ITPC  IT, ITPC, IE  IT, Dean of Instructional Services, Dean of Student Services	Added online service capability and training for students, faculty and staff
3	3.2.i.	Implement Refresh Plan Year 4	Assure state-of-the art technology maintained at LCC	Spring 2019	VP of Administrative Services, IT	Phase 4 of Refresh Plan completed
3	3.2.e.	Review wireless network coverage inside buildings and in outdoor common areas	Reliable signal strength in areas that students, faculty, and staff frequent	Spring 2019	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred, average session length, etc. showing an increase