LASSEN COMMUNITY COLLEGE

INSTITUTIONAL TECHNOLOGY MASTER PLAN

2017-2022

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).   The implementation of Lexmark's ImageNow document imaging platform has been completed in Financial Aid, Counseling, Admissions & Records, and Human Resources being the first departments. Other departments will implement during as soon as feasible. Canvas is the adopted Learning Management System (LMS) platform and is remotely hosted by Instructure. At least 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 2015-16 LCC implemented the first year of the Technology Replacement Plan for desktop/laptop computers, servers and network switches. This plan calls for spending $120,000 annually ($70,000 funded) on desktop/laptop computers, servers, and network equipment with the goal of replacing all computers and servers every 5 years and switches when needed.

In 2016-17 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 in Fall 2016.

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 Ellucian Colleague web resources, 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 2015-2016 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.
- Jackson Ng (Faculty) – Mathematics
- Omar Alshykhly (Faculty) – Chemistry
- James Kleckner (Faculty) – Digital Graphics
- Cathy Harrison (Classified)
- David Corley (Management) – Director of Information Technology
- Dr. Terri Armstrong (Administration) – Vice President of Academic Services
- Patrick Walton (Administration) – Dean of Student Services
- Jake Freitas (Classified – Alt)
- Jennifer Tupper (Classified)
- <vacant> – Associated Student Body (ASB)

III. 2016-2021 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. To keep up with changing technology a few programs have identified some technology needs to improve the quality of their programs. Vocational Nursing needs 6 computers and software for students to use as part of their program. Physical Education would like to have a flat screen TV installed in the Fitness Center to use with a computer/tablet to aid in instruction. Digital Graphic Design would like to expand the offerings of their program by purchasing Centiqs and replacement of their current computers earlier than is scheduled.

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. The main LCC web site is currently in process being replaced with a new design that will be mobile friendly and easier to use.

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. With the current fiber infrastructure our data through put capacity is limited to 1GB. Should we have data demands beyond that, new campus fiber will need to be installed. The campus safety and security infrastructure needs improvements in a few areas. VoIP phone system upgrades are needed to support E-911 capabilities. With an outdated and inadequate security camera system, a replacement security camera solution needs to be implemented. All network equipment on campus needs to have a Uninterruptable Power Supply (UPS) supporting the power needs of network equipment allowing for at least 1 hour of equipment up time in the event of a power failure. This will allow for all phones to work during that time. With the implementation of video telepresence funded through the USDA Grant it will allow for synchronized distance learning. With this implementation there may be some annual maintenance/support items to be factored into the budget.

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

Institutional Technology Staffing Proposal 2016-2017 (recommended staffing positions in priority order)

1. Convert 1 Information Technology Specialist II position to an Information Technology Specialist III position – ?

Institutional Technology Budget Prioritization Proposal 2016-2017 (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. Phone System upgrades will increase current annual maintenance. (Est. $5,000)
3. USDA Grant hardware/software annual maintenance (cost unknown)
4. Fund both Mitchell and ALLDATA repair information systems annually
5. 5 Year Technology Refresh Plan.
    a. $120,000 annually (Enhance Technology Equipment budget by $50,000)
6. Additional training funds for IT Dept. - $10,000 [estimate]
7. 4 Year refresh on all Faculty computers (Enhance Technology Equipment budget by $12,000) [EMP]

Institutional Technology Budget Prioritization Proposal 2016-2017 (recommended one time expenditures in priority order)

1. Campus fiber
2. Security ($139,000 - $159,000)
    a. Security Cameras (higher quality camera for Gym for events) (Est. $30,000 - $50,000)
    b. 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. (Est. $40,000) [IT]
3. Purchase 19 Centiqs for Digital Graphics ($42,000) [2016 Digital Graphic Design]
4. Replace computers in CA204, Digital Graphics Lab, outside of normal cycle ($44,000) [2016 Digital Graphic Design]
5. Method to verify online students enrolled in courses are the same person participating in the online course (?) [Distance Ed NIPR]
6. Creation of a recording room for faculty
7. Smartboard setup for Fitness Center
8. Blue Phones ($?)
9. Increase equipment purchase for professional quality printing ($20,000) [2014 Fiscal Services]
10. Purchase software: Nurse, ProCalc, Maternity, Pediatric, & Critical Care Modules ($3,400) [2013 Vocational Nursing] *(Old Information)*

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

INSTITUTIONAL TECHNOLOGY ACTION PLAN

Institutional Technology Action Plan 2017-2018 – 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 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 MyLassen 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, VP of Instructional Services, Dean of Student Services	
3	3.2.f.	Implement Technology Refresh Plan Year 3	Assure state-of-the art technology maintained at LCC	Spring 2018	VP of Administrative Services, IT	Implement and evaluate
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 2018	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred,
		Implement Lexmark document imaging solution	Implement Document Imaging	2017-18	IT, VP of Administrative Services, Dean of Student Services	Implement
			Launch new Campus Website	Spring 2018	IT, VP of Administrative Services, Dean of Student Services, VP of Academic Services	Implement new website
		Maximize Capacity in Canvas	Reliable Online Course Management System for Faculty & Students to use	Fall 2017	IT, VP of Academic Services	Implement & evaluate

		Institutional Technology Action Plan 2018-2019 – 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 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	Fall 2018	IT, ITPC	Added online service capability and training for students, faculty and staff
			Survey users for feedback	Fall 2018	IT, ITPC, IE	
			Update website as needed	Fall 2018	IT, VP of Instructional Services, Dean of Student Services	
		Implement Lexmark document imaging solution to additional areas	Implement Document Imaging and increase web forms	2018-19	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3	3.2.g.	Implement Technology Refresh Plan Year 4	Assure state-of-the art technology maintained at LCC	Spring 2019	VP of Administrative Services, IT	Implement and evaluate
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
		Maximize Capacity in Canvas	Reliable Online Course Management System for Faculty & Students to use – CCC OEI	Fall 2018	IT, VP of Academic Services	Plan and Implement

Institutional Technology Action Plan 2019-2020 – 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 2019	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 2019	IT, ITPC	Added online service capability and training for students, faculty and staff
			Survey users for feedback	Fall 2019	IT, ITPC, IE	
			Update website as needed	Fall 2019	IT, VP of Instructional Services, Dean of Student Services	
		Maximize Capacity in Lexmark document imaging	Increase web forms and departmental use	Fall 2019	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3	3.2.h.	Implement Technology Refresh Plan Year 5	Assure state-of-the art technology maintained at LCC	Spring 2020	VP of Administrative Services, IT	Implement and evaluate
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 2020	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred, average session length, etc. showing an increase
		Maximize Capacity in Canvas	Reliable Online Course Management System for Faculty & Students to use – CCC OEI	Fall 2019	IT, VP of Academic Services	Implement and evaluate

Institutional Technology Action Plan 2020-2021 – 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 2020	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 2020	IT, ITPC	Added online service capability and training for students, faculty and staff
			Survey users for feedback	Fall 2020	IT, ITPC, IE	
			Update website as needed	Fall 2020	IT, VP of Instructional Services, Dean of Student Services	
		Maximize Capacity in Lexmark document imaging	Increase web forms and departmental use	Fall 2020	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
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 2021	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred,
3	3.2.h.	Implement Technology Refresh Plan Year 1	Assure state-of-the art technology maintained at LCC	Spring 2021	VP of Administrative Services, IT	Implement and evaluate
		Maximize Capacity in Canvas	Reliable Online Course Management System for Faculty & Students to use – CCC OEI	Fall 2020	IT, VP of Academic Services	Implement and evaluate

Institutional Technology Action Plan 2021-2022 – 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 2021	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 2021	IT, ITPC	Added online service capability and training for students, faculty and staff
			Survey users for feedback	Fall 2021	IT, ITPC, IE	
			Update website as needed	Fall 2021	IT, VP of Instructional Services, Dean of Student Services	
		Maximize Capacity in Lexmark document imaging	Increase web forms and departmental use	Fall 2021	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
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 2022	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred,
3	3.2.h.	Implement Technology Refresh Plan Year 2	Assure state-of-the art technology maintained at LCC	Spring 2022	VP of Administrative Services, IT	Implement and evaluate
		Maximize Capacity in Canvas	Reliable Online Course Management System for Faculty & Students to use – CCC OEI	Fall 2021	IT, VP of Academic Services	Implement and evaluate