LASSEN COMMUNITY COLLEGE

INSTITUTIONAL TECHNOLOGY
MASTER PLAN

2018-2023

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 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 2017-18 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 2017-2018 Institutional Technology Planning Committee:

- Julie Johnston (Management) – Public Relations Officer
- David Clausen (Administration) – Vice President of Administrative Services
- Jackson Ng (Faculty) – Mathematics
- Julie Wedemeyer (Faculty) – Nursing
- James Kleckner (Faculty) – Digital Graphics
- Sharlene Murphy (Faculty) – Academic Resource Center
- Cathy Harrison (Classified) – Counseling
- Jennifer Tupper (Classified) – Academic Resource Center
- David Corley (Management) – Director of Information Technology
- Dr. Larry Buckley (Administration) – Vice President of Academic Services
- Patrick Walton (Administration) – Dean of Student Services
- Jake Freitas (Classified – Alt) – Information Technology
- Logan Merchant (Classified – Alt) – Information Technology
- \<vacant\> – Associated Student Body (ASB)

III. **2018-2023 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. Auto has identified the need to have a regular funding source for their Mitchell and ALLDATA Repair Information Systems to use with their courses. 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.

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's 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 has been replaced with a new design that is mobile friendly and easier to use. LCC is in progress of implementing a USDA Grant to provide synchronous education to out lying areas.

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. During summer 2017 we were able to install single-mode fiber to Creative Arts, Humanities, Math/Science, Residence Hall, and Sports Complex/Gym. This new fiber will support the increased bandwidth demands on campus. The campus safety and security infrastructure needs improvements in a few areas. All network equipment on campus needs to have an 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 and when connected all alarm panels to work during that time. Additional security cameras are needed on campus to monitor main corridors and walk ways. With the implementation of video telepresence funded through the USDA Grant it will allow for synchronized distance learning. With this implementation there will be some annual maintenance/support items to be factored into the budget.

Institutional Technology Budget Prioritization – Staffing Proposal 2018-2019

Area	Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Time frame	Estimated Cost	Expected Outcome	Priority	Notes
		1,3		Web Master Position	2018-19	$90,000	One person dedicated to the web needs of the college	1	
		1,3		Convert 1 Information Technology Specialist II position to an Information Technology Specialist III	2018-19	$1,500		2	

Institutional Technology Budget Prioritization – Ongoing Expenditures Proposal 2018-2019

Area	Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Priority	Notes
		3		USDA Grant hardware/software annual maintenance	In Progress	$30,000		1	
AS	2016 Auto IPR	2,4		Fund both Mitchell and ALLDATA repair information systems annually	Fall 2017	$3,000	Improve student learning. Make auto students more employable.	2	Mitchell funded for 3/2017-3/2018 with ABEG, ALLData funded from Academic Office 10/2017-10/2018
SS	2017-2018 A&R NIPR	3		Intelligent capture scanners (3)	2018	$6000 Onetime / $1000 ongoing	more efficient	3	
BS	2016 IT NIPR	3		Increase technology replacement budget		$50,000	Keep current with technology and dependability	4	
SS	2017-2018 EOPS/CARE NIPR	1,4		Ed Planning Tool	Fall 2018	Up to $50,000 annually	Increase Student degree completion	5	If needed to enhance existing Student Planning tool

Area	Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Priority	Notes
SS	2017-2018 EOPS/CARE NIPR	1,3,4		Live Data Tracking system for Student Services	Spring 2018	$20,000 annually	Understanding of KPI and increased response to meet student needs for successful retention/completion of program	6	

Institutional Technology Budget Prioritization – One Time Expenditures Proposal 2018-2019

Area	Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Priority	Notes
	2016 IT NIPR	3		Equip all network closets with a UPS to provide at least 1 hour battery backup to support phones and fire alarm panels in the event of a power outage		$40,000	Emergency Communication in the event of power outage.	1	
BS	2016 Fiscal Services Annual Update	1,3		Security cameras	2017-2018	$70,000	Campus wide security	2	
AS	2016 Distance Education NIPR	1,4		Implement synchronous online education	Start Fall 2017	$20,000	Synchronous online education distributed from multiple classrooms and delivered to multiple hubs in Lassen and Modoc Counties	3	Facilities Costs not covered by USDA Grant
AS	2014 Athletics IPR	1,2,3,4		Technology refresh for athletics	Immediate	$20,000	Fully functional computers, a smartboard available for instruction, coaching, and film review available in the sports complex	4	Computers in Tech Replacement Plan
		2		cameras for gym events		$40,000	Ability to make Gym events available on the internet	5	

BS	2016 Fiscal Services Annual Update	1		Higher quality reproduction machine	2017-2018	$30,000	Higher quality duplicating/reproduction machines in logistical services	6	
AS	2016 Distance Education NIPR	1,2,4		Creation of a recording room for faculty	2017	$15,000	Location for the creation of professional videos and voice over PPTs.	7	
AS	2017 DSPS IPR	3.4		iPads for Community Awareness class	2018-2019	$3,000		8	
AS	2016 Business IPR	2,4		Application licensure for new and existing courses	FA 2018	$5,000	Industry supported curriculum delivery	9	Software yet to be determined
SS	2017-2018 Financial Aid NIPR	1		2 new laptops	2018	$3,500	increase effectiveness with students	10	
SS	2017-2018 Child Development Center NIPR	1,3		Addition of 1 computer	ASAP	$1,200	higher productivity	11	IT can repurpose a computer

INSTITUTIONAL TECHNOLOGY ACTION PLAN

Institutional Technology Action Plan 2018-2019 – 6 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 MyLassen 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	
3	3.2.f.	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	Reliable signal strength in areas that students, faculty, and staff	Spring 2019	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred,
		Expand Implementation of Lexmark document imaging solution	Expanded Implementation of Document Imaging	2018-19	IT, VP of Administrative Services, Dean of Student Services	More departments using Document Imaging
		Maximize Capacity in Canvas	Reliable Online Course Management System for Faculty & Students to use	Fall 2018	IT, VP of Academic Services	Implement & evaluate

**Institutional Technology Action Plan 2019-2020 – 6 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	
		Expand Implementation of Lexmark document imaging solution to additional areas	Expanded Implementation of Document Imaging and increase web forms	2019-20	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3	3.2.g.	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	Plan and Implement

Institutional Technology Action Plan 2020-2021 – 6 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.h.	Implement Technology Refresh Plan Year 6	Assure state-of-the art technology maintained at LCC	Spring 2021	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 2021	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 2020	IT, VP of Academic Services	Implement and evaluate

| **Institutional Technology Action Plan 2021-2022 – 6 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 1	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 2022	IT, VP of Academic Services	Implement and evaluate

Institutional Technology Action Plan 2022-2023 – 6 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 2022	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 2022	IT, ITPC	Added online service capability and training for students, faculty and staff
			Survey users for feedback	Fall 2022	IT, ITPC, IE	
			Update website as needed	Fall 2022	IT, VP of Instructional Services, Dean of Student Services	
		Maximize Capacity in Lexmark document imaging	Increase web forms and departmental use	Fall 2022	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 2023	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 2023	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 2023	IT, VP of Academic Services	Implement and evaluate