

Information Technology NIPR 2020-2021

LASSEN COMMUNITY COLLEGE

(Information Technology

David Corley, Director of Information Technology
Logan Merchant, Information Technology Specialist II
Jacob Freitas, Information Technology Specialist II)

Accepted by Cabinet: 5/10/2021

Accepted by Consultation Council: 5/17/2021

Accepted by Governing Board: 6/8/2021

CONTENTS

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING	1
I. PROGRAM OVERVIEW AND OBJECTIVES	1
DESCRIPTION/EVALUATION:.....	1
PLANNING AGENDA:	2
II ADMINISTRATIVE UNIT AND/OR STUDENT LEARNING OUTCOMES ASSESSMENT	2
STUDENT LEARNING OUTCOME ASSESSMENT	2
DESCRIPTION/EVALUATION:.....	2
PLANNING AGENDA:	3
III. EQUIPMENT.....	3
DESCRIPTION/EVALUATION:.....	3
PLANNING AGENDA:	4
IV. OUTSIDE COMPLIANCE ISSUES (IF APPROPRIATE FOR PROGRAM)	4
DESCRIPTION:	4
EVALUATION:	5
PLANNING AGENDA:	5
VI. PRIORITIZED RECOMMENDATIONS	5
A. PRIORITIZED RECOMMENDATIONS FOR IMPLEMENTATION BY PROGRAM STAFF	5
B. PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN THE PLANNING PROCESS	6
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN INSTITUTIONAL EFFECTIVENESS MASTER PLAN	6
PRIORITIZED RECOMMENDATION FOR INCLUSION IN STUDENT SERVICES MASTER PLAN	6
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN EDUCATIONAL MASTER PLAN	6
SECTION TWO: HUMAN RESOURCE PLANNING	7
I. PROGRAM STAFFING	7
DESCRIPTION/EVALUATION:.....	7
PLANNING AGENDA:	7
II. PROFESSIONAL DEVELOPMENT	8
DESCRIPTION/EVALUATION:.....	8
PLANNING AGENDA:	8
III. ADMINISTRATIVE UNIT AND/OR STUDENT LEARNING OUTCOME ASSESSMENTS	9
DESCRIPTION/EVALUATION:.....	9
PLANNING AGENDA:	9
IV. PRIORITIZED RECOMMENDATION.....	9
PRIORITIZED RECOMMENDATIONS FOR IMPLEMENTATION BY PROGRAM STAFF	9
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN THE PLANNING PROCESS.....	9
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN HUMAN RECOURSE MASTER PLAN ...	9
SECTION THREE: FACILITIES PLANNING	11

I. FACILITIES	11
DESCRIPTION/EVALUATION:.....	11
PLANNING AGENDA:	12
II. PRIORITIZED RECOMMENDATIONS	12
PRIORITIZED RECOMMENDATIONS FOR IMPLEMENTATION BY PROGRAM STAFF	12
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN THE PLANNING PROCESS.....	12
PRIORITIZED RECOMMENDATIONS FOR INCLUSION IN THE FACILITIES MASTER PLAN	12
SECTION FOUR: TECHNOLOGY PLANNING.....	13
I. INSTITUTIONAL TECHNOLOGY	13
DESCRIPTION/EVALUATION:.....	13
PLANNING AGENDA:	13
II. PRIORITIZED RECOMMENDATIONS	14
PRIORITIZED RECOMMENDATIONS FOR IMPLEMENTATION BY PROGRAM STAFF	14
PRIORITIZED RECOMMENDATION FOR INCLUSION IN THE PLANNING PROCESS	14
PRIORITIZED RECOMMENDATIONS INCLUSION IN INSTITUTIONAL TECHNOLOGY MASTER PLAN	14
APPENDIX A	15
LASSEN COMMUNITY COLLEGE MASTER PLAN OVERVIEW	15

Information Technology NIPR 2020-2021

SECTION 1: INSTITUTIONAL EFFECTIVENESS PLANNING

I. Program Overview and Objectives

The Information Technology Office provides support for all technology that is used at Lassen Community College whether hardware or software related. It is the goal of Information Technology to enable LCC to be effective in its use of technology and to utilize its technology resources to enable learning opportunities and promote student success.

Description/Evaluation:

- a. Describe and evaluate the program objectives against the LCC strategic plan, specifically the mission statement and strategic goals [available online or in the current catalog].
- b. Evaluate any changes in the program since last review. Include summary of Annual Updates completed since last review.

The Information Technology (IT) Office is the service area of the college that helps to meet the technology needs for the college. IT handles all aspects of technology: implementation, setup/configuration, and support. IT is in charge of supporting all network and server infrastructure, enterprise applications, websites, desktop/laptop workstations, classroom technology and computer peripheral devices (printers, scanners, etc.).

The objective of the Information Technology Department is to support and enable LCC to live out its Mission Statement and achieve all Strategic Goals. It is the goal of IT to enable employees and students to have access to the information they need by using the technology that has been provided to LCC in an effective manner. Technology that is available at LCC helps to provide more Learning Opportunities to LCC students. Students and employees have technology available to them that assists and supports Student Success. Technology is important and a key part of Resource Management at LCC.

The IT Department now reports to the Vice President of Administrative Services. The department now consists of 3 full-time positions, one Director of Information Technology, and two Information Technology Specialist II positions. In 2015 the Information Technology department consisted of 4 employees (1 Director and 3 Information Technology Specialist II). On September 30, 2019 due to budget restrictions LCC was forced to eliminate one of the Information Technology Specialist II positions leaving the department with a reduced staff.

With technology being an ever changing field there has also been several changes since last completed NIPR. Systems that are currently in place being used at LCC by employees and students are Ellucian Colleague (including: Ellucian Self-Service, Portal, WebAdvisor, Ethos, Intelligent Learning Platform, & Analytics), data warehouse and report server, PortalGuard SingleSignOn, Canvas, Starfish, Cisco Phone System (Call Manager, Unity, & Jabber), file server (P drive), CCCApply, MyPath, HireTouch, Microsoft Office365, Regroup, Dude Solutions, Hyland Perceptive Content, ConferZoom and more that will be implemented. There are also many other systems and technology that runs in the background that makes everything work. 2020 with the COVID pandemic has been a year that showed that LCC had many systems already in place to enable a transition to a remote workforce while also showing that there were areas of

improvement that were needed. Reviewing the 2015 NIPR for Information Technology many of the needs identified had been met. The only area of needs that had not been met was with regard to Facility needs identified, of which none were met.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action.

The Information Technology department needs to be adequately staffed with three Information Technology Specialist III positions and one Information Technology Specialist II positions. This will allow for the department to adequately support LCC with its changing and evolving technology needs.

The VoTech building needs a dedicated generator that will automatically turn on in the event of a power outage to ensure that the server infrastructure located in the VoTech building will continue running. All LCC users depend on this technology.

II Administrative Unit and/or Student Learning Outcomes Assessment

Student Learning Outcome Assessment

AUO and SLO assessment is important to maintain and improve institutional effectiveness and provide an effective learning experience for LCC students. Departments are expected to measure AUO and/or SLO annually; these records are maintained in WEAVE and are available for review at any time.

Description/Evaluation:

1. Identify and evaluate Administrative Unit and/or Student Learning Outcomes including the relationship to strategic goals for AUOs and institutional student learning outcomes for SLOs utilizing information from WEAVE.
2. Attach an AUO and/or SLO assessment summary as provided by Office of Institutional Effectiveness.
3. Provide an analysis of findings of the assessment results may be leveraged to support equipment, facility, staffing, or other budget and planning need and include the justification in your analysis.

The information Technology department has three Administrative Unit Outcomes (AUO). Those AUO's are: Provide excellent service to meet the campus demands for

technology; Ensure the colleague Student Information System is maintained with current patches and updates; Provide stable network and server environment and uptime.

In 2017 campus survey was completed. That survey showed that 70% of the campus was either satisfied or very satisfied with the services provided by the Information Technology department. In Fall 2020 there was another survey completed and the average responses showed that 62% of the campus was satisfied with services provided by IT. A customer satisfaction survey of campus needs to be completed more regularly so that the IT department can have a better judge on the service they are providing to the LCC campus.

Colleague software updates are always completed in a timely fashion to ensure that our Colleague instance is always in compliance with any and all reporting requirements. However the operating system updates have not been maintained as regularly as they should be. The IT department will be regularly maintaining all updates on these servers as well as all the rest.

Thankfully the IT department has been able to maintain a stable network and server environment over the years. Occasionally there might be issues with a specific server or application, but that has always been remedied as quickly as possible.

Planning Agenda:

List recommendations and actions by the above evaluation of AUO and/or SLO results. Complete Institutional Effectiveness Planning, Student Services Planning and/or Academic Planning tables at the end of the section for any recommendations requiring institutional action. For any items needing Human Resources Planning, Institutional Technology Planning, or Facilities Planning action, please make sure to include the information within the appropriate section and table later in the program review document.

The IT department always strives to meet the needs of all LCC employees and students and provide excellent customer service. But this last year with reduced staffing due to budget cutbacks has been challenging. With additional staffing the IT department will be better equipped to provide the excellent service that it strives to.

With now having been through a cyberattack the IT department will now be performing all updates on all servers and network equipment on a regular basis. All attempts will be made to perform these updates in off hours to minimize service interruptions.

III. Equipment

Description/Evaluation:

1. List capital outlay equipment, age of equipment and replacement schedule.
2. Identify any existing equipment maintenance/service agreements.
3. Evaluate the condition of capital outlay equipment in light of the replacement schedule and available funds.

4. Evaluate the effectiveness of and need for additional maintenance /service agreements.
5. Justify any proposed modification or additions to equipment available for students and/or faculty/instructional assistants within the program.

The IT department supports a technology infrastructure that consists of approximately 9 physical servers, 50 virtual servers, 1 SAN, 40 switches, 1 firewall, 400 desktops/laptops, 24 projectors, and 8 classroom TV's. All attempts are made to replace server and desktops/laptops on a 5 year schedule and other items on more of a as needed basis. IT's existing computer hardware budget is able to maintain much of this equipment because not all of it is on a 5 year replacement cycle. If all of it was on a 5 year replacement cycle the IT department would not have enough budget to maintain it all.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Student Services Planning, and/or Academic Planning table at the end of the section for any recommendations requiring institutional action.

[Click here to enter text. Ask yourself, "What are we going to change?" Go into detail here and provide a snap shot of the items in the table\(s\) below.](#)

IV. Outside Compliance Issues (if appropriate for program)

Description:

If appropriate, describe the role of outside compliance issues on the program.

GLBA – Gramm-Leach-Bliley Act

The GLBA went into effect during the 2019-2020 academic year. GLBA has 3 key areas that encompasses it and they are as follows:

1. The institution must designate an individual to coordinate its information security program.
2. The institution must perform a risk assessment that addresses three required areas described in 16 C.F.R. 314.4(b):
 - a) Employee training and management;
 - b) Information systems, including network and software design, as well as information processing, storage, transmission and disposal; and
 - c) Detecting, preventing and responding to attacks, intrusions, or other systems failures.
3. The institution must document a safeguard for each risk identified in Step 2 above.

The IT department must address each of these requirements and much of it is about network security.

Evaluation:

Assess changes in compliance or identification of compliance-related needs and the impact on the program.

The IT department has had many things already in place with regard to meeting GLBA requirements, they mainly just needed to be documented. The following are some of those practices. The Director of Information Technology is the designated individual to coordinate the Information Security Program. The IT department has always had the practice of only assigning the permissions that a user needs to do their job and not more. Employee accounts are created and disabled as required. Separation of the public network (internet) from LCC's private network. Sophos End Point & eXploit Protection with EDR to protect all servers and workstations. All servers are backed up nightly to a cloud storage. Proper disposal of physical servers and computers. Utilize industry standard SSL encryption on LCC websites that provide access to personal information by users. Regularly scan for vulnerabilities on servers, computers, and network equipment and update them as required.

Areas that can be improved up on is replacing our existing firewall with a new one that has more security features. Another area of improvement is in the way of security awareness training for LCC employees. One possible solution is to utilize Keenan Safe Colleges Training. Implementing an Intrusion Detection System in the LCC network is another way to help protect LCC and comply with GLBA requirements.

Monitoring LCC's servers, computers and network to ensure compliance with GLBA takes a lot of time by IT staff and this is now a requirement.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

It is necessary to increase the IT staff in order for LCC to properly meet GLBA requirements and ensure that the IT infrastructure runs smoothly and securely allowing the LCC faculty, staff, and students to do what they need to.

IT will look to utilize Keenan Safe Colleges to help in providing employees security awareness training as well as tools in Microsoft Office365.

The IT department is looking to utilize existing budget to replace the current aging firewall as well as look at possible Intrusion Detection Systems for implementation.

VI. Prioritized Recommendations

A. Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section One that do not require institutional action (ie. curriculum development) in order of program priority.

[Click here to enter text.](#)

B. Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section One that should be included in Lassen College’s planning and budgeting process, specifically in the Educational Master Plan, Student Services Master Plan, or Institutional Effectiveness Master Plan. Separate recommendations into the appropriate plan(s). Items to be included in the Human Resource Master Plan, Institutional Technology Master Plan, or Facilities Master Plan should be addressed in Sections Two, Three or Four in lieu of or in addition to inclusion in the Academic Master Plan. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Institutional Effectiveness Master Plan

[Information Technology - 2021](#)

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Prioritized Recommendation for Inclusion in Student Services Master Plan

[Information Technology - 2021](#)

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Prioritized Recommendations for Inclusion in Educational Master Plan

[Information Technology - 2021](#)

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
	N/A			

Section Two: Human Resource Planning

I. Program Staffing

Description/Evaluation:

1. List the current staffing for the program include: managers, faculty positions, and classified staff.

The current staffing for the Information Technology Department consists of the following

- Director of Information Technology (David Corley)
- Information Technology Specialist II (Logan Merchant)
- Information Technology Specialist II (Jacob Freitas)

2. This section provides an opportunity for analysis and justification of projected staffing needs to support the program. Work-study student needs may be included.

The Information Technology Department is currently very understaffed. In Fall 2019 due to budget cuts the IT department lost one Information Technology Specialist II position. That position was primarily our desktop/laptop support position. It has been extremely challenging for the IT Department to keep up with the support demand that is needed here at LCC. Then add the challenges of COVID on top of that.

LCC like all colleges is always increasing and changing the software and applications that are used on campus. We now have software integrations Starfish, Canvas, Ellucian Ethos, Ellucian Analytics, Qlik, and more. These integrations require the IT department to monitor them and keep them operating. There is also increased demand for data that be used by departments with the college for decision making and planning. All of this takes more time than what the current staffing allows.

For the last eight years the Information Technology Specialist II staff members have been paid out of class as Information Technology Specialist III due to the requirements of the duties and tasks that need to be performed.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

For the last eight years the Information Technology Specialist II staff members have been paid out of class as Information Technology Specialist III due to the requirements of the duties and tasks that need to be performed. The current classified staff need to be reclassified permanently as Information Technology Specialist III employees.

To adequately support LCC the IT Department needs an additional Information Technology Specialist II position to adequately support desktops/laptops and classroom technology. This is currently a very under supported area of IT.

Technology is ever changing and that is no exception here at LCC. In the last 5 years LCC has begun using more applications on our computers and in the cloud that require more data integrations and support. This demand is necessitating the need for additional staffing. This additional staffing will require having a higher skill level requiring staffing an additional Information Technology Specialist III to be able to work with applications, data, and end users. This will allow IT to better support the applications being used in real time.

II. Professional Development

Description/Evaluation:

1. Describe the professional development and professional activities of the program staff relevant to program improvements that has occurred during the period under review. (workshops, conferences, staff development, work experiences, etc.)

The Director of Information Technology regularly attends the annual Chief Information Systems Officers Association Conference to keep up to date with what is going on in the CCC system as well as with Ellucian Colleague and other vendors.

All IT staff regularly will utilize researching the internet to learn how of complete tasks/projects or solve a problem. Due to limited staffing there is not enough time available to complete additional training courses.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

Increased staffing will allow for more flexibility to participate in other trainings in order to help keep skills current.

III. Administrative Unit and/or Student Learning Outcome Assessments

Description/Evaluation:

1. Describe any results from assessment of administrative units and/or student learning outcomes that affect human resource planning

[Click here to enter text.](#)

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning and Human Resources Planning Forms as appropriate for any recommendations requiring institutional action.

[Click here to enter text.](#) Ask yourself, “What are we going to change?” Go into detail here and provide a snap shot of the items in the table(s) below.

IV. Prioritized Recommendation

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Two that do not require institutional action (ie. curriculum development) in order of program priority.

[Click here to enter text.](#)

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Two that should be included in Lassen College’s planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in Human Recourse Master Plan Information Technology - 2021

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome	Priority
3	Information Technology Specialist III	2021-2022	\$107,000.00	Hire Information Technology Specialist III Position	1
3	Information Technology Specialist III (reclassification)	2021-2022	\$8,500.00	Reclassify existing Information Technology Specialist II employee to an Information	2

				Technology Specialist III	
3	Information Technology Specialist III (reclassification)	2021-2022	\$8,500.00	Reclassify existing Information Technology Specialist II employee to an Information Technology Specialist III	3
3	Information Technology Specialist II	2021-2022	\$97,500.00	Hire Information Technology Specialist II Position	4

Section Three: Facilities Planning

I. Facilities

Description/Evaluation:

1. Describe and evaluate the Lassen Community College facilities available to the program.

The current IT office is located in HU103/104 and the IT server room is located in VT109. The current IT office does not have air conditioning and the space gets quite warm in the summer. The carpeting in the IT office is very old and should be replaced.

The IT server room in VT109 houses all the servers that allow LCC to function. These servers are protected by UPS's (Uninterruptable Power Supply). But these UPS's can only sustain the servers for about 45 minutes. Every year LCC has multiple power outages that typically lasts for several hours. This is always a problem when there is a power outage. During the COVID pandemic most employees worked remotely from home and all regular students were taking online classes. The LCC IT infrastructure being operational is critical to enabling those activities. When the college is without power and servers are offline, no students can participate in online classes, access LCC email, complete registration, pay their bill, etc. Employees cannot teach online classes, work remotely, access LCC email, register students, participate in zoom meetings, print, etc. It is vital that the IT data center is operational even during power outages. Any time the IT data center is brought offline it typically takes the IT department about 4 hours to get everything operational again.

2. Describe and evaluate additional facilities utilized off-campus by the program (attach any relevant rental agreements)

N/A

3. Describe any facilities needs identified by assessments of administrative unit and/or student learning outcomes

[Click here to enter text.](#)

4. Justify any proposed modifications or additions to existing facilities that would better serve the program planned for the next five years.

LCC is in need of a generator that can support the IT server room and its air conditioning. The generator needs to be setup to where it automatically starts up when there is a loss of power to support the campus IT infrastructure. LCC students and faculty participate in online classes that without these servers the classes cannot be participated in. LCC now also supports remote employees when circumstances necessitate. Without this IT infrastructure, nothing can be done by any employees or students.

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness, Facilities Planning, and Technology Planning Forms as appropriate for any recommendations requiring institutional action.

Purchase a generator for the IT server room that supports all servers, network equipment and air conditioning.

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Three that do not require institutional action (ie. curriculum development) in order of program priority.

[Click here to enter text.](#)

Prioritized Recommendations for Inclusion in the Planning Process

List all recommendations made in Section Three that should be included in Lassen College's planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations for Inclusion in the Facilities Master Plan

[Information Technology - 2021](#)

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
1, 3, 4	Generator for IT data center in VT-109	2021-22	\$100,000	Reliable generator LCC IT infrastructure during power outages.

Section Four: Technology Planning

I. Institutional Technology

Description/Evaluation:

1. Describe and evaluate technology and technology support provided for instruction and instructional support.

Currently we only have some of the technology equipment used by LCC on a 5 year replacement cycle but not all. At this time we try to replace all servers, laptops and desktops on a 5 year replacement cycle. There is however, more technology equipment than servers and computers. There are projectors and smartboards in all classrooms, printers, copiers, scanners, network switches, video surveillance cameras, TV's, etc. If all this equipment was replaced on a 5 year cycle the annual cost would exceed what is currently being allocated in the IT budget.

Currently there is network switches in all building that enable the campus communication. This equipment is currently not supported by a UPS. Having the equipment protected by a UPS will not only protect against power surges, but also power drops and power loss. In the event of a power loss it would enable phones and IP clocks, that are used in emergency communication, to continue to operate for as long as the batteries are able to sustain the network switches.

The network equipment in all the campus buildings are connected via fiber optic cables. The original multi-mode fiber optic cables were installed in the early 1990's on campus and has performed well for many years. But the current multi-mode fiber has data capacity limitations and it is getting old and brittle. Some of the building we have been forced to replace the fiber due to the existing fiber getting cut. When we have replaced the fiber we have installed new single-mode fiber. This single-mode fiber has a much higher data capacity. The following buildings still need to have their fiber upgraded to single-mode fiber:

- Administration
- Business Office
- Boardroom
- Cafeteria

The current LCC classrooms need to be evaluated to see if they will meet future instructional needs.

2. Describe any technology and technology support needs identified by assessment of administrative unit and/or student learning outcomes.

[Click here to enter text.](#)

Planning Agenda:

List recommendations and necessary actions necessitated by the above evaluation. Complete Institutional Effectiveness Planning, Facilities Planning, Technology Planning and Human Resource Planning Forms as appropriate for any recommendations requiring institutional action.

Increase the budget allocated to technology replacement to better enable more technology to be on a 5 year replacement cycle.

Install new single-mode fiber for Administration, Business Office, Boardroom, and Cafeteria

II. Prioritized Recommendations

Prioritized Recommendations for Implementation by Program Staff

List all recommendations made in Section Four that do not require institutional action (ie. curriculum development) in order of program priority.

[Click here to enter text.](#)

Prioritized Recommendation for Inclusion in the Planning Process

List all recommendations made in Section Four that should be included in Lassen Community College’s planning and budgeting process. See Attachment C for Master Plan Overview to determine where recommendations are best placed.

Prioritized Recommendations Inclusion in Institutional Technology Master Plan

[Information Technology - 2021](#)

Strategic Goal	Planning Agenda Item	Implementation Time Frame	Estimated Cost (implementation & ongoing)	Expected Outcome
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	2021-22	\$40,000	Emergency Communication in the event of power outage.
3	Install Single-mode fiber for buildings: Administration, Business Office, Boardroom, and Cafeteria	2021-22	\$35,000	New single-mode fiber that will enable higher capacity in the LCC campus network.

Lassen Community College Master Plan Overview

Six master plans comprise the Comprehensive Institutional Master Plan. Recommendations from program reviews will be input into the selected master plans as determined by faculty in the prioritized recommendation spreadsheets. To better understand which master plan might be most appropriate for each program recommendation, a summary/objective of each plan is included below. More information can be found in the Shared Governance and Consultation Council Handbook and the Comprehensive Institutional Master Plan.

Institutional Effectiveness Master Plan (IEMP): the IEMP addresses college needs not addressed in other plans. These needs include research, governance, outcome assessment, and administrative operations.

Educational Master Plan (EMP): The EMP addresses the instructional planning needs of the college.

Student Services Master Plan (SSMP): The SSMP highlights the services needed to maximize the student experience through a variety of key student support services.

Institutional Technology Master Plan (ITMP): The ITMP addresses the technology needs of the campus.

Facilities Master Plan (FMP): The FMP addresses the physical infrastructure, facility, and maintenance needs of the campus.

Human Resources Master Plan (HRMP): The HRMP identifies and manages the administrative functions of recruitment, selection, evaluation, and professional development needs of the College to ensure a fully-staffed and highly functioning team of employees.