

LASSEN COMMUNITY COLLEGE

INSTITUTIONAL TECHNOLOGY MASTER PLAN



2013-2018

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 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 all classrooms and most labs. As of Fall 2012, 23 classrooms have been upgraded with Interactive Whiteboards, Wifi Networking, and/or Infrared Polling Devices (“Clickers”), designating them as “Smart” Classrooms.

In 2012 the Research, Planning and Information Services Department was renamed the Information Technology (IT) Department. The department consists of three 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 (currently vacant). Some technology support functions are contracted externally e.g., Datatel updates and 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 2012-2013 Institutional Technology Planning Committee:

- Julie Johnston (Management) – Public Relations Officer
- David Clausen (Administration) – Executive Vice President of Administrative Services
- Logan Merchant (Classified) – Information Technology Specialist II (Server/Network), IT Dept.
- Robin Padgett (Management) – Job Placement Specialist, CalWORKS
- Michael Giampaoli (Faculty) – Art
- Elaine Theobald (Classified) – Information Technology Specialist II, TECC
- Jackson Ng (Faculty) – Mathematics (alternate member)
- Lori Collier (Faculty) – Digital Graphic Design
- Kam Vento (Faculty) – Business
- <vacant> – Associated Student Body (ASB)

III. 2013-2018 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 Vision: Institutional 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.

Institutional Technology Staffing Proposal 2013-2014 (recommended staffing positions in priority order)

1. Create and fill the position of Information Technology Director/Programmer – Fall 2013

INSTITUTIONAL TECHNOLOGY ACTION PLAN

Institutional Technology Action Plan 2013-2014 – 7 strategies						
	Objecti	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
1	1.7.c.	Equip “Virtual Library” with learning stations (18	To maximize the use of technology in teaching and learning at the college	Fall 2013	IT, Exec VP of Academic Services, VP of Administrative Services, Director of Facilities	Reduced square footage dedicated to stacks, student study carols and group learning spaces created. 50% Ongoing LCC campus personnel
3	3.1.e.	Institutionalize the use of WEAVEOnline	To maximize the integration of planning and assessment	Spring 2014	IT, Consultation Council, Academic Senate, Cabinet	training and routine usage of results and reports in data-informed
3	3.1.1.	Maximize capacity in Datatel (Degree Audit and Communication	Increased capacity to communicate with students, faculty and staff	Fall 2013	IT, VP of Administrative Services, Dean of Student Services	Implemented and evaluated
1	1.7.c.	Establish an intranet for web-based communication	Evaluation of current use of SharePoint document management system Employees will electronically create and	Fall 2013 Fall 2013	IT All LCC Campus Personnel	Scan and store all documents electronically. Implement electronic communication across campus personnel
3	3.1.e.	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website including mobile	Summer 2013	IT, ITPC	Added online service capability and training for students, faculty and staff
3	3.2.d.	Create a 3-year Refresh Plan (hardware/software,	Assure state-of-the art technology maintained at LCC	Fall 2013	IT, ITPC, Cabinet	Approved Refresh Plan for 2014-2015 implementation

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 2014	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred, average session length, etc. showing an increase
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Institutional Technology Action Plan 2014-2015 - 3 Strategies						
Goal	Objective	Strategy	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3	3.2.f.	Implement Refresh Plan	Assure state-of-the art technology maintained at LCC	Spring 2015	VP of Administrative Services, RPIS	Phase 1 of Refresh Plan completed
3	3.1.e.	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website including mobile Survey users for feedback	Fall 2014 Fall 2014	IT, ITPC IT, ITPC	Added online service capability and training for students, faculty and staff
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 2014	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 2015-2016 - 3 Strategies						
Goal	Objective	Strategy	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3	3.2.g.	Implement Refresh Plan Year 2	Assure state-of-the art technology maintained at LCC	Spring 2016	VP of Administrative Services, IT	Phase 2 of Refresh Plan completed

3	3.1.e.	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website including mobile Survey users for feedback	Fall 2015 Fall 2015	IT, ITPC IT, ITPC, Exec VP of Academic	Added online service capability and training for students, faculty and staff
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 2016	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 2016-2017 - 3 Strategies						
Goal	Objective	Strategy	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures
3	3.1.e.	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website including mobile Survey users for feedback	Fall 2016 Fall 2016	IT, ITPC IT, ITPC, Exec VP of Academic	Added online service capability and training for students, faculty and staff
3	3.2.h.	Implement Refresh Plan	Assure state-of-the art technology maintained at LCC	Spring 2017	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 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 - 3 Strategies						
Goal	Objective	Strategy	Desired Outcome	Timeline	Responsible Party(s)	Performance Measures

3	3.1.e.	Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website including mobile Survey users for feedback	Fall 2017 Fall 2017	IT, ITPC IT, ITPC, Exec VP of Academic	Added online service capability and training for students, faculty and staff
3	3.2.i.	Implement Refresh Plan Year 1	Assure state-of-the art technology maintained at LCC	Spring 2018	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 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