

LASSEN COMMUNITY COLLEGE

INSTITUTIONAL TECHNOLOGY MASTER PLAN



2021-2026

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 Hyland's ImageNow document imaging platform has been completed in Financial Aid, Counseling, Admissions & Records, and Human Resources being the first departments. Due to the cyberattack and the loss of this data Lassen College will be reimplementing Hyland's ImageNow document imaging platform. Other departments will implement as soon as feasible. Canvas is the adopted Learning Management System (LMS) platform and is remotely hosted by Instructure. Lassen College is currently in progress of implementing Hobson's Starfish to provide early alert and ed planning solutions. 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. Two classrooms (CA113 & HU204) have been setup as distance learning classrooms that will be able to be used with other schools in Lassen County to allow students at those sites to attend classes at Lassen College.

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 2020-21 the Information Technology (IT) Department consists of three staff: Director of Information Technology and two 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 Spring 2021.

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 2021-2022 Institutional Technology Planning Committee:

- Julie Johnston (Management) – Public Relations Officer
- Jackson Ng (Faculty) – Mathematics
- Sharlene Murphy (Faculty) – Academic Resource Center
- Barbara Baston (Faculty) – Counseling
- Logan Merchant (Classified) – Information Technology
- Cathy Harrison (Classified) – Counseling
- David Corley (Management) – Director of Information Technology
- Randy Joslin (Administration) – VP of Admin Services
- <vacant> – Associated Student Body (ASB)

III. 2021-2026 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 instructional technology and administrative support. This will allow us to most appropriately address the rapidly emerging changes to both instructional delivery and student services.

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’s online presence, including web services, social media, Regroup, online classes, online registration, Starfish, and a portal platform. This new technology will allow the college to support students both inside and beyond its geographic region. CCC Mypath has been implemented and is being used in our Application process for prospective students in an effort to provide them useful information at the time they complete their LCC Application.

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 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 to work during that time. Additional security cameras are needed on campus to monitor main corridors and walk ways. Additional network IP clocks need to be installed in all classrooms and other appropriate areas to aid with emergency announcements. With the implementation of video telepresence funded through the USDA Grant it will allow for synchronized distance learning in two classrooms. The college now needs to look into the feasibility of providing more classrooms that are equipped similarly that will allow for zoom participants in classrooms. The security of the IT network and infrastructure needs to be improved and one way will be to implement multifactor authentication for employees accessing network resources.

Institutional Technology Budget Prioritization – Staffing Proposal 2021-2026

(Note: **Estimated Cost is equal to the total annualized Cost of Ownership of the allocation request)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Time frame	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Fund Source	Notes
ITMP	1,3		Information Technology Specialist III	2021-22	\$107,000	Hire Information Technology Specialist III Position	1	1	General Fund	
ITMP	1,3		Information Technology Specialist III (reclassification)	2021-22	\$8,500	Reclassify existing Information Technology Specialist II employee to a Information Technology Specialist III	2	2	General Fund	
ITMP	1,3		Information Technology Specialist III (reclassification)	2021-22	\$8,500	Reclassify existing Information Technology Specialist II employee to a Information Technology Specialist III	3	3	General Fund	
ITMP	1,3		Information Technology Specialist II	2021-22	\$97,500	Hire Information Technology Specialist II Position	4	4	General Fund	
IEMP	1,3		Web Master Position	2021-22	\$107,000	Hire one person dedicated to the web needs of the college	3	5	General Fund	

Institutional Technology Budget Prioritization – Ongoing Expenditures Proposal 2021-2026

(Note: **Estimated Cost is equal to the total annualized Cost of Ownership of the allocation request)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Status	Notes
2016 IT NIPR	3		Increase technology replacement budget	2021-22	\$50,000	Keep current with technology and dependability	1	1			
A&R	2		Additional Scanners	2021-22	\$1000	Increase Efficiency	5	2			There is a matching One Time Expense

Institutional Technology Budget Prioritization – One Time Expenditures Proposal 2021-2026

(Note: **Estimated Cost is equal to the total annualized Cost of Ownership of the allocation request)

Source	Strategic Goal	Line Item	Planning Agenda Item(s)	Implementation Timeframe	Estimated Cost	Expected Outcome	Unit Priority	Area Priority	Funding Source	Status	Notes
SSMP	2, 3, 4		Way Finding App (and Signage)	2021-22	\$200,000	To appropriately support new and continuing students.	1	7			
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	2021-22	\$40,000	Emergency Communication in the event of power outage.	2	1			

SSMP - Outreach	3, 4		Purchase Contact Management Program	2021-22	\$5,000.00	Allow for contact gathered through recruiting to be effectively managed	8	2			Not total cost Ongoing expenses?
Outreach	1, 2, 3		Budget to purchase Intersect other digital advertising platform	2021-22	\$13,500	Increase presence among high school students while looking for colleges and open up additional communication avenues	2	3			
Residence Hall	3		Installation of Video surveillance cameras on North, South exterior walls & entrance to campus	2021-22	\$25,000	Improved safety and security	3	4	dorm?		
Residence Hall	3		Monitor and video feed from video surveillance in RA Office	2021-22	\$2000	Improved safety and security	4	5	Dorm?		
A&R	1, 3		Additional Scanners	2021-22	\$6000	Increase Efficiency	5	6			There is a matching Ongoing Expense
SSMP	2, 3, 4		Way Finding App (and Signage)	2021-22	\$200,000	To appropriately support new and continuing students.	1	7			
2018 Natural Science/Mathematics IPR	3, 4	11	Add a second small copier for student use in the central area of the Math-Science building *printing kiosk options – David Corley & Karissa Morehouse	2021-22	\$1500 (ongoing)	Avoid FERPA violations and provide backup printer in the Math-Science building. Note: This is more about establishing print-on-demand kiosks than it is	6	8			

						about Natural Science/Math.					
A&R	3, 4		Printer in lobby for students	2021-22	\$1,500	Better Serve Our Students	7	9			

INSTITUTIONAL TECHNOLOGY ACTION PLAN

Institutional Technology Action Plan 2021-2022 – 9 Strategies						
Goal	CIMP Stragey/Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement / Target
3		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		Assure a vital Web presence	Regular review of content and functionality of MyLassen Portal /website Survey users for feedback Update website as needed	Fall 2021 Fall 2021 Fall 2021	IT, ITPC IT, ITPC, IE IT, VP of Instructional Services, Dean of Student Services	Added online service capability and training for students, faculty and staff
3		Implement Technology Refresh Plan Year 5	Assure state-of-the art technology maintained at LCC	Spring 2022	VP of Administrative Services, IT	Implement and evaluate
3		Review wireless network coverage inside buildings and in	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
3		Re-implement Hyland document imaging solution	Expanded Implementation of Document Imaging	2021-22	IT, VP of Administrative Services, Dean of Student Services	More departments using Document Imaging
3, 4		Maximize Capacity in Canvas	Reliable Online Course Management System for Faculty & Students to use	Fall 2021	IT, VP of Academic Services	Implement & evaluate
3, 4		Implement Starfish	Increase student retention and student completion	2021-22	Dean of Student Service, VP of Academic Services, IT	Implement Hobson's Starfish Retention Alert and Degree Planning

3		Technology Security Assessment	Completed Security Assessment for LCC	Fall 2021	IT, VP of Administrative Services	Completed Security Assessment that shows no major threats.
3		Review & Update CCC MyPath	Current and accurate information for student applicants	Fall 2021	Associate Dean of Student Services	Update and evaluate

Institutional Technology Action Plan 2022-2023 - 8 Strategies						
Strategic Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement / Target
3		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		Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website Survey users for feedback Update website as needed	Fall 2022 Fall 2022 Fall 2022	IT, ITPC IT, ITPC, IE IT, VP of Instructional Services, Dean of Student Services	Added online service capability and training for students, faculty and staff
		Expand Implementation of Hyland document imaging solution to additional areas	Expanded Implementation of Document Imaging and increase web forms	2022-23	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3		Implement Technology Refresh Plan Year 6	Assure state-of-the art technology maintained at LCC	Spring 2023	VP of Administrative Services, IT	Implement and evaluate

3		Review wireless network coverage inside buildings and in outdoor common areas	Reliable signal strength in areas that students, faculty, and staff frequent	Spring 2023	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred, average session length, etc. showing an increase
3		Maximize Capacity in Canvas	Reliable Online Course Management System for Faculty & Students to use – CCC OEI	Fall 2022	IT, VP of Academic Services	Plan and Implement
3		Maximize Capacity in Starfish	Increase student retention and student completion	2022-23	Dean of Student Service, VP of Academic Services, IT	Implement and evaluate
3		Review & Update CCC MyPath	Current and accurate information for student applicants	Fall 2022	Associate Dean of Student Services	Update and evaluate

Institutional Technology Action Plan 2023-2024 – 7 Strategies						
Strategic Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement / Target
3		Maximize capacity in Ellucian Colleague	Increase capacity to communicate with students, faculty and staff	Fall 2023	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3		Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website Survey users for feedback Update website as needed	Fall 2023 Fall 2023 Fall 2023	IT, ITPC IT, ITPC, IE IT, VP of Instructional Services, Dean of Student Services	Added online service capability and training for students, faculty and staff
3		Maximize Capacity in Hyland document imaging	Increase web forms and departmental use	Fall 2023	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3		Implement Technology Refresh Plan Year 7	Assure state-of-the art technology maintained at LCC	Spring 2024	VP of Administrative Services, IT	Implement and evaluate

3		Review wireless network coverage inside buildings and in outdoor common areas	Reliable signal strength in areas that students, faculty, and staff frequent	Spring 2024	IT	Internal report on wireless network statistics, including number of clients, amount of data transferred, average session length, etc. showing an increase
3		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
3		Review & Update CCC MyPath	Current and accurate information for student applicants	Fall 2023	Associate Dean of Student Services	Update and evaluate

Institutional Technology Action Plan 2024-2025 8 Strategies

Strategic Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement / Target
3		Maximize capacity in Ellucian Colleague	Increase capacity to communicate with students, faculty and staff	Fall 2024	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3		Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website	Fall 2024	IT, ITPC	Added online service capability and training for students, faculty and staff
			Survey users for feedback	Fall 2024	IT, ITPC, IE	
			Update website as needed	Fall 2024	IT, VP of Instructional Services, Dean of Student Services	
3		Maximize Capacity in Hyland document imaging	Increase web forms and departmental use	Fall 2024	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate

3		Review wireless network coverage inside buildings and in outdoor	Reliable signal strength in areas that students, faculty, and staff	Spring 2025	IT	Internal report on wireless network statistics, including number of clients, amount of data
3		Implement Technology Refresh Plan Year 8	Assure state-of-the art technology maintained at LCC	Spring 2025	VP of Administrative Services, IT	Implement and evaluate
3		Maximize Capacity in Canvas	Reliable Online Course Management System for Faculty & Students to use – CCC OEI	Fall 2024	IT, VP of Academic Services	Implement and evaluate
3		Maximize Capacity in Starfish	Increase student retention and student completion	2024-25	Dean of Student Service, VP of Academic Services, IT	Implement and evaluate
3		Review & Update CCC MyPath	Current and accurate information for student applicants	Fall 2024	Associate Dean of Student Services	Update and evaluate

Institutional Technology Action Plan 2025-2026 – 8 Strategies

Strategic Goal	Objective	Strategy Description	Desired Outcome	Timeline	Responsible Party(s)	Achievement / Target
3		Maximize capacity in Ellucian Colleague	Increase capacity to communicate with students, faculty and staff	Fall 2025	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3		Assure a vital Web presence	Regular review of content and functionality of LCC Portal/website	Fall 2025	IT, ITPC	Added online service capability and training for students, faculty and staff
			Survey users for feedback	Fall 2025	IT, ITPC, IE	
			Update website as needed	Fall 2025	IT, VP of Instructional Services, Dean of Student Services	

3		Maximize Capacity in Hyland document imaging	Increase web forms and departmental use	Fall 2025	IT, VP of Administrative Services, Dean of Student Services	Implement and evaluate
3		Review wireless network coverage inside buildings and in outdoor	Reliable signal strength in areas that students, faculty, and staff	Spring 2026	IT	Internal report on wireless network statistics, including number of clients, amount of data
3		Implement Technology Refresh Plan Year 9	Assure state-of-the art technology maintained at LCC	Spring 2026	VP of Administrative Services, IT	Implement and evaluate
3		Maximize Capacity in Canvas	Reliable Online Course Management System for Faculty & Students to use – CCC OEI	Fall 2025	IT, VP of Academic Services	Implement and evaluate
3		Maximize Capacity in Starfish	Increase student retention and student completion	2025-26	Dean of Student Service, VP of Academic Services, IT	Implement and evaluate
3		Review & Update CCC MyPath	Current and accurate information for student applicants	Fall 2025	Associate Dean of Student Services	Update and evaluate