Technology and Telecommunication Master Plan

for the

YUBA COMMUNITY COLLEGE DISTRICT

Developed by:
The District Technology Committee

Annual Update - October 2014

Members of the District Technology Committee 2013-2014

Member	Term
Dr. Kayleigh Carabajal (Sponsor)	Continuous
Karen Trimble (Co-Chair)	Continuous
Julie Brown (Co-Chair)	2011-2014
Sandra Magnan	2012-2015
Denise McLain	2012-2015
Todd Sasano	2012-2015
Armand Brunhoeber	2011-2014
Bill Heidbreder	2011-2014
John Thoo	2011-2014

Resource Member

Michael Plant

Table of Contents

Background 1
- **MISSION of Technology Committee** 1
- **Value Statement** 1

Introduction 1
- **District Technology Committee Purpose Statement** 1
- **The Planning Model** 2
- **Infrastructure Plan** 2

Strategies 2
- **Governing Board Vision Statement** 3
- **Integrated Planning Model** 4
- **Responsibility Matrix** 4

Goals and Accomplishments 5
- **2013 – 2014 Goals and Accomplishments** 5
- **2014 – 2015 Goals** 5

Appendix A – Responsibility Matrix 6

Appendix B – Role of Information Technologies 10

Appendix C - Technology Accomplishments and Future Plans 12
- **2010-2011 Accomplishments** 12
- **2011-2012 Accomplishments** 13
- **2012-2013 Accomplishments** 14
- **2013-2014 Accomplishments** 15
- **2014-2015 plans** 15
- **On Going Projects** 16

Appendix D – Total Cost of Ownership 17

Background

The District Technology Committee was established for the coordination of district-wide technology. The committee is comprised of management, faculty, and staff each appointed by their various constituency groups. The committee's original charge was to produce a five-year comprehensive District Technology Master Plan. In the Fall of 2008 the committee recommended changing this to a four-year plan that would align with the Yuba Community College District Board of Trustees strategic direction.

During the Spring of 2013, Yuba College developed a college technology committee. Woodland Community College has elected to have their existing committee, the Communication Resource Committee serve the same purpose. The District Technology Committee acknowledges that as these committees develop their goals and objectives, the work of this committee will change. One of the goals for this year is to modify the meeting agenda to incorporate information sharing and collaboration.

MISSION of Technology Committee

The Technology Committee is responsible for researching, planning, and recommending implementation and maintenance of technology needs for the Yuba Community College District. Instructional and administrative technology resources are central to both the District's mission and its ongoing operation.

Value Statement

YCCD Technology Committee is committed to many partners and has a passion for technology. The Technology Committee is committed to providing results that help us strive for the highest quality infrastructure, applications, remote access, and services that support teaching, learning, research, communication, and professional development.

- Students-quality access to administration, instructional, and support services.
- Faculty-enhanced learning using best practices and research capabilities.
- Staff-provide access to technology enabling staff to achieve their goals.
- Administration-fast information gathering with the ability to respond to other parties.
- Policymakers-access to fast reliable information.
-

Introduction

This document includes the following:

- Incorporates goals and plans to support Yuba College Technology Committee and Woodland Community College Communication Resource Committee.
- Incorporates the Program Reviews from both colleges and the District offices.
- Incorporates the Facilities Master Plan goals.
- Incorporates the Educational Master Plan goals of each college.
- Provides standards, guidelines and procedures needed to effectively implement and support information technology within the District as appendices.

District Technology Committee Purpose Statement
The District Technology Committee is responsible for researching, planning, and recommending implementation and maintenance of technology needs for the Yuba Community College District.

In specific, the District Technology Committee serves the following purposes:

1. Manage the Technology Plan for the District, a living document. This plan will use the Education Master Plan from each college for its basis.
2. Provide a "think tank" where all areas in the district can come together to discuss new and emerging technologies, assess how that technology might be used in the District and it's feasibility.
3. Monitor Section 508 compliance and assist in its implementation.
4. Provide a complete cost analysis, total cost of ownership (TCO), for the implementation/use of new technology purchases. Create a plan for the implementation of any new technology.

The Planning Model

The District Technology Plan is based on four guiding principles for information technology which were developed by the planning team. These principles are:

- Information technology is a vital service;
- Information technology is an essential resource for learning, teaching, research, and community partnerships;
- Technology is essential for data and information management;
- Information technology is a strategic District asset.

A technology self-study was conducted as part of both Yuba College and Woodland Community College accreditation studies. Those studies and the recommendations from the accrediting team were also used as input to the plan.

In Fall 2004, the Technology Committee adopted the Total Cost of Ownership (TCO) model. The TCO model provides a structure that identifies the relationship between student access and information technology. It also identifies faculty and staff access, training, and support (see Appendix D).

Infrastructure Plan

YCCD is faced with the challenge of upgrading and maintaining a data communications network to keep pace with the demands of instructional and administrative technology requirements. This technology must support and offer new methods to increase productivity and efficiency, both in the instructional programs and campus administrative computing. Utilizing technology to enhance the way information is communicated and accessed provides a more optimum learning experience for students and more efficient tools and resources for faculty, staff and administrators. Part of this challenge is providing adequate staffing and financial resources to deliver and maintain the needed communications networks and technical support.

This is particularly important to attract students and prepare them to learn and work in today's digital economy. The District needs to provide technology resources to support existing and new academic modes of delivery, which include on-line learning, Distance Education, Web access, on-line tools for students and faculty, streaming media, Library resources, etc. All of these services require a robust, high speed, wide bandwidth, communications network infrastructure that includes quality of service. The network must have the capability to provide sufficient bandwidth for present and future requirements, both wired and wireless, capable of being accessed in a variety of ways from both on and off campus, and operate on a 24/7 schedule with required power, data back-up, and technical support services.

Strategies

Higher education institutions are facing dramatic changes being fueled by rapid advancements in information technology. The changes impact both the academic and administrative portions of the institution. Areas of influence include the following:

- Students – desiring greater access to administrative and instructional support services, and expansion of traditional service approaches
- Faculty – desiring enhancements to learning, discipline specific trends, greater research capabilities, a means of communicating (email, file sharing), and collegial interfaces regarding best practices
- Staff – desiring innovative solutions and technology support to aid them in their work
- Administrators – desiring faster and greater information regarding enrollment, performance, and budgets in order to analyze efficiencies and effectiveness, as well as to respond to policy entities, such as boards and elected officials
- Policymakers – desiring greater, faster, and more reliable information for use in developing funding levels, and realistic and feasible policies

In another area, educational technology is quickly eroding traditional boundaries between institutions and the colleges are facing competition from "virtual" universities. Technology is enabling students to seek an education at nontraditional times and locations. The current student population is the first for whom computers are as common as television. This has important implications for how and where teaching and learning take place.

With a dramatic rise in Distance Education and the opportunities for expanded growth in this area, educational technology needs rise to the top as a priority. The District currently lacks adequate educational technology in the many classrooms. Due to a lack of resources, modernization and upgrades to the District infrastructure to accommodate changing educational technology needs, and the basic utility requirements for this technology have been slow and inadequate. On a positive note, the passage of the Measure J Bond have provided us with the resources necessary to address some of these needs.

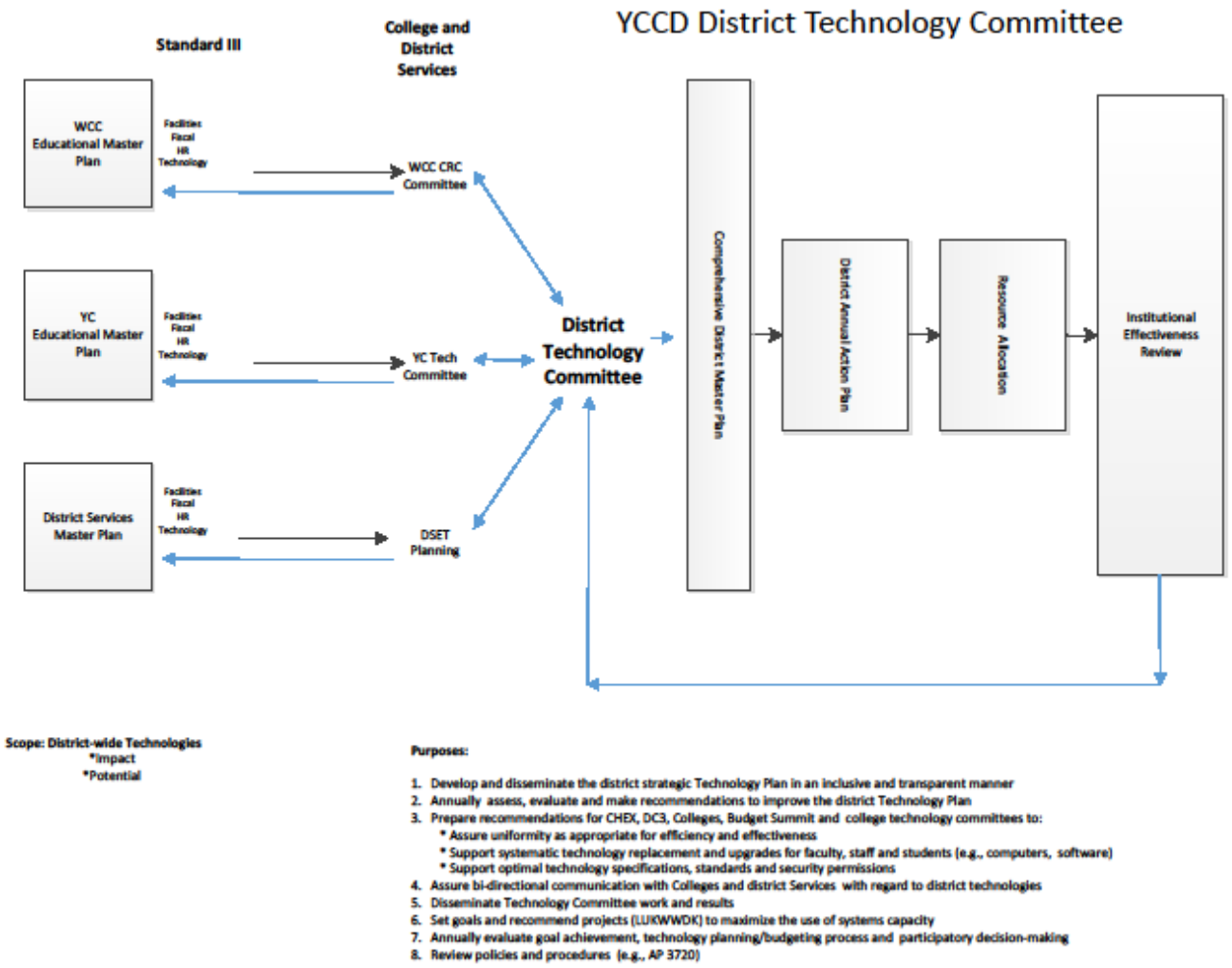
Governing Board Vision Statement

The vision of the Yuba Community College District Board of Trustees is to ensure student success by:

- Providing an innovative, world-class learning environment;
- Building and maintaining an atmosphere of trust within the college district and with our communities;
- Developing and maintaining programs and facilities that best meet the needs of our students and communities;
- Stewarding resources strategically to meet the diverse needs of our communities and region;
- Providing educational, economic, cultural, and civic leadership for our communities and region.

Integrated Planning Model

Below is the planning model describing the integration of the various college plans with the work of the District Technology Committee.



Responsibility Matrix

We have developed a responsibility matrix delineating our responsibilities including information on how they correspond or relate to the college responsibilities, see Appendix A. The role of the Information Technologies department is shown in Appendix B.

Goals and Accomplishments

This document has been redesigned with a format that more closely aligns with our accreditation self-study. The Information Technologies projects and goals have been included as Appendix C.

2013 – 2014 Goals and Accomplishments

Goal 1: To modify the agenda and meetings to include each College input on plans, areas of need, goals, and accomplishments.

This goal was accomplished and is reflected in the meeting agendas and minutes. This goal and the accomplishment demonstrates following the Integrated Planning model shown above and responds to District Recommendations 1 and 3 in the accreditation review. The goals from this committee will be forwarded to the Institutional Effectiveness Review Team. The feedback from that review will be used for continuous improvement.

Goal 2: To incorporate and use the Integrated Planning Model in the District Technology Plan.

This goal was accomplished and can be found in the document and its use is referenced in Goal 1.

Goal 3: To create a responsibility matrix delineating our responsibilities including information on how they correspond or relate to the college responsibilities. This map is included in the District Technology Plan as Appendix A.

This goal was accomplished in part, responding to District Recommendation 3, and will continue into Goal 1 for the 2014-2015 year.

2014 – 2015 Goals

The following goals are based on feedback from various constituent groups and survey results. Additional goals may be added during the academic year by the committee.

Goal 1: To incorporate WCC's responsibility matrix into this planning document and to continue to improve and modify the matrix between the District and Colleges.

Goal 2: To incorporate the highlights of the meeting minutes into the plan with references if further information is needed.

Goal 3: To design a web page where technology projects and accomplishments can be viewed in their entirety. This will result in more information sharing in an easy to view format.

Appendix A – Responsibility Matrix

Responsibility Area	District	District-wide Collaboration	Yuba College	WCC
	Involves the District only. The District takes lead and assumes primary responsibility.	Involves the District and at least one other college. It may be initiated by the District or either one of the colleges, and all participants assume shared responsibility.	Involves one or both colleges without the District. The college(s) take lead and assume primary responsibility.	Involves one or both colleges without the District. The college(s) take lead and assume primary responsibility.
Technology Services	**District**	**District-wide Collaboration**	**Yuba College**	**WCC**
Networks Services	The District is solely charged with service to networks. District manages network security protocols, computer access, and utility upgrades.	District and Colleges assess and collaborate on campus-based access needs and remote access to software or services. District and Colleges collaborate on developing, assessing, and implementing network protocols.	College to assess and all network needs and communicate network protocols to faculty, staff, and students.	College to assess and all network needs and communicate network protocols to faculty, staff, and students.
Facilities Surveillance	The District installs and monitors surveillance equipment.		College is responsible for purchases of surveillance equipment based on District standards and licenses. College is also responsible for upgrades and replacements.	College is responsible for purchases of surveillance equipment based on District standards and licenses. College is also responsible for upgrades and replacements.
Telecommunications Services	The District is solely charged with service to phone and internet telecommunications.		College is responsible for designing the phone trees, messaging, and emergency alert systems.	College is responsible for designing the phone trees, messaging, and emergency alert systems.
Media Services	Media Services, a function of IT, maintains the ITV network for the District. This includes management of EBS licensing, adherence to FCC rules and FCC licenses for Educational Broadcast Service.	District and Colleges assess and collaborate on the tools necessary to provide copyright and ADA compliance. The District provides the tools and support while the Colleges are responsible for compliance.		
Web Services	The District is charged with hosting, licensing, maintaining Districtwide Web Services.	The general look, layout, and applications of all web services should be coordinated between the District and both Colleges. This includes college and district web sites, Web Advisor, the Campus Portal, and Curricunet.	College is responsible for all web content and hyperlinks on their college, campus and center web pages.	College is responsible for all web content and hyperlinks on their college, campus and center web pages.
WIFI Network/Hotspots	District manages network access protocols, licenses, and equipment hot spots.		College determines WIFI use and placement priorities and may need to share the cost of expanded hot spots.	College determines WIFI use and placement priorities and may need to share the cost of expanded hot spots.
Application Services	The District is responsible for servicing and updating district-purchased and district-provided applications.	Selection, evaluation, implementation and training of applications are coordinated between District and Colleges.	The College is responsible for servicing and updating college-purchased and college-provided applications.	The College is responsible for servicing and updating college-purchased and college-provided applications.

Computers & Printer Services	The District services and repairs district-owned computers and connects them to peripherals, such as printers and copiers.	The District collaborates with Colleges to assess point of service printing needs for students and to identify vendor options to address unmet needs.	College collects data regarding point of service printing usage, reports, service needs and disruptions, and evaluate if service meets demands.	College collects data regarding point of service printing usage, reports, service needs and disruptions, and evaluate if service meets demands.
Assistive Technology	The District provides technical support for assistive technology hardware and software at each site.	Cost of licensing and upgrading assistive technology software may be shared between District and Colleges.	College DSPS provides access to assistive technology and is responsible for ensuring ADA compliance, including captioning. Each college applies for DECT funds to caption DE related materials.	College DSPS provides access to assistive technology and is responsible for ensuring ADA compliance, including captioning. Each college applies for DECT funds to caption DE related materials.
Convenience Copiers	The District manages the service contract(s) for Convenience Copiers.		Departments and programs are charged for printing costs.	Departments and programs are charged for printing costs.
Multimedia	Media Services (IT) staff maintains MultimediaPro technology in smart classrooms and meeting rooms, except for upgrades to computers.			College employed Media Services technician provides first response.
Distance Education		The District and Colleges participate on a District DE Committee to collaborate on policy, services, and training needs		
Professional Support	**District**	**District-wide Collaboration**	**Yuba College**	**WCC**
Multimedia Support	The Media Services staff (IT) provide end user support for multimedia technology.	The District and Colleges collaborate on FAQs and Instructional videos to assist personnel in their use of audio-visual equipment. Media Services maintains a districtwide Portal information page.		College employed Media Services technician provides first response.
Distance Education Support	District provides help desk support for DE issues and maintains a Portal information page.	The District and Colleges collaborate on FAQs and Instructional videos to assist personnel in their use of the DE Learning Management System.	College DE committee assess training needs of faculty and arrange for training.	College DE committee assess training needs of faculty and arrange for training.
Assistive Technology	The District provides technical support for assistive technology hardware and software at each site.		College provides support to students and staff.	College provides support to students and staff.
Help Desk	District maintains a help desk to address student, staff, and faculty technical needs.			
Facilities	**District**	**District-wide Collaboration**	**Yuba College**	**WCC**
Server Rooms	The District is solely responsible for the maintenance of server rooms.			
Smart Classrooms	The District maintains the network protocols and upgrades computer software in smart classrooms.	The District collaborates with personnel at each college regarding maintenance and upgrades.		College employed Media Services technician maintains Multimedia technology in smart classrooms and

				meeting rooms, except for upgrades to computers.
Classroom/Program-Specific Computer Labs	The District provides maintenance to all computers including classrooms, labs and teaching stations. The District may budget for and maintain software licenses.	The District and Colleges identify, evaluate and select software which may lead to district-wide licensing or shared licensing.	College prioritizes and allocates funds for smart classroom components and upgrades, selects program-specific software, and may budget for software licenses.	College prioritizes and allocates funds for smart classroom components and upgrades, selects program-specific software, and may budget for software licenses.
Open Media Labs	The District provides maintenance to the computers, software and network protocols in Open Media Labs.		College provides staff to monitor and support student use of open media labs.	College provides staff to monitor and support student use of open media labs.
ITV and Video Conference Instruction Classrooms	The District holds Educational Broadcast Service license with the FCC, maintains the ITV network, ITV, VCI classrooms, and the studio.			Woodland Community College maintains a budget for and manages its own Media Services staff.
Video Conference Rooms	The District maintains network protocols to support the use of video-conferencing and is responsible for upgrading and replacing video conference equipment and service warranties.	The District and the Colleges collaborate on the usage, maintenance and replacement of Video Conference Room technology and coordinates network protocols with WCC Media Services staff to accommodate video conferencing.		
Hardware	**District**	**District-wide Collaboration**	**Yuba College**	**WCC**
Computers	The District replaces faculty office computers every 5 years, staff office computers every 5-8 years depending on need, and classroom Podium computers every 5-8 years depending on need. The District may purchase or replace Computer Lab computers, depending on funding.	The District will work with the Colleges to provide funding when possible for labs, printers and monitors.	Campus, division and/or department budgets must fund all printers and monitors. Campus, division and/or department budgets may be needed to purchase or replace Computer Lab computers.	Campus, division and/or department budgets must fund all printers and monitors. Campus, division and/or department budgets may be needed to purchase or replace Computer Lab computers.
Audio-Visual Equipment	The District funds audio-visual equipment for meeting spaces used by the District.		Campus, divisions, departments, or campuses may fund audio-visual equipment for use outside classrooms, such as cameras to monitor assessment-testing facilities.	Campus, divisions, departments, or campuses may fund audio-visual equipment for use outside classrooms, such as cameras to monitor assessment-testing facilities.
Phones	The District may fund replacement or new phones.		New telephones may be funded from campus, division, or department budgets.	New telephones may be funded from campus, division, or department budgets.
Videoconference Systems	The District will maintain videoconference systems hardware.	The District and Colleges will collaborate on shared costs for service warranties to upgrade equipment and to deploy multi-point software.	Video conferencing equipment and software in campus meeting rooms is the responsibility of colleges to	Video conferencing equipment and software in campus meeting rooms is the responsibility of colleges to

		Collaboration may also be needed to develop recommendations for use of 'free' web-based conferencing solutions.	upgrade and to cover service warranties.	upgrade and to cover service warranties.
Convenience Copiers	The District will contract with vendors who maintain and replace Convenience Copiers.			
Software	**District**	**District-wide Collaboration**	**Yuba College**	**WCC**
Software Services (e.g. Tracdat, Tutortrac, Datatel/Colleague,)		The District and Colleges will collaborate on any additions or changes of software, such as for Degree Audits, Electronic Education Plans and Curriculum management.		
Web Services (e.g. Canvas, Portal, Email)		The District and Colleges will collaborate any additions or changes of Web Services software.	College evaluates, assesses, and implements Web Services.	College evaluates, assesses, and implements Web Services.
Software	The District provides standard Office software, virus protection, web and portal solutions, etc. The District may provide other software for which it has a district license.		College may provide software and maintain their licenses.	College may provide software and maintain their licenses.
Technology Training	**District**	**District-wide Collaboration**	**Yuba College**	**WCC**
Students			College is charged with training students to use college and district technology.	College is charged with training students to use college and district technology.
Personnel	The District may provide professional training for technology if purchased, provided and/or maintained by the District.		Professional training for all technology may be coordinated through the colleges' staff development and FLEX committees.	Professional training for all technology may be coordinated through the colleges' staff development and FLEX committees.
Allocation of Resources	**District**	**District-wide Collaboration**	**Yuba College**	**WCC**
	The District IT Department receives an allocation from the District for district-wide technology.	The District and colleges may pool resources for some technology in order to share costs and/or ensure standardization of technology across the District.	College should allocate a portion of their budgets for technology, whether that is done at the college, campus, division, or department level—or all of the above.	College should allocate a portion of their budgets for technology, whether that is done at the college, campus, division, or department level—or all of the above.
Technology Planning	**District**	**District-wide Collaboration**	**Yuba College**	**WCC**
	The District is responsible for the YCCD Technology Plan.	The District and colleges collaborate on technology planning via college and district technology committees.	College is responsible for developing its own technology plan, which directs the YCCD Technology Plan.	College is responsible for developing its own technology plan, which directs the YCCD Technology Plan.

Appendix B – Role of Information Technologies

Mission Statement: To provide quality access to technology, guidance in the making of technology decisions, and technical expertise to support our customers.

Information Technologies (IT) supports the mission of Yuba CCD by promoting excellence in information technology and providing expert assistance in technology services. We are responsible for ensuring that all technology investments be aligned with the institutional mission, information technology planning, and other institutional planning initiatives.

Administrative Services

- Colleague support for:
  - Payroll
  - General Ledger
  - Accounts Payable
  - Human Resources
  - Fixed Assets
  - Advancement (Foundation)
  - Data marts
  - Federal/State Reporting including MIS
- Email
- Voicemail
- Office 365 tool set
- Document Imaging
- PC Installation/Repairs
- Phones, PDA's, and calendars
- Portal Access (Intranet)
- Tablets/Printers/Faxes

Instructional and Student Services

- Colleague support for:
  - Admissions and Records
  - Financial Aid
  - Accounts Receivable
  - Campus Organizations
  - Curriculum Management/Program Review/Degree Audit
  - Federal and State Reporting including MIS
  - Faculty Information
- Email for students
- Portal access (MyCampus)
- Canvas support
- Wireless access
- SARS scheduling software
- PC Installation/Repair
- Teaching station equipment installation and repair
- Projectors/LCD/TV installation and repair

Web Services

- Event Calendar
- Content Management
- Design/Development
- On-line application
- Web Advisor tools:
  - Registration
  - Financial Aid Information and forms
  - Schedules
  - Rosters (including Drop rosters and Positive attendance tracking)
  - Grades
  - Transcripts
  - Student Planning
  - Time card entry and approval
  - Stipend and total compensation information
  - W-2 Statements
- On-line Orientation
- Purchase textbooks
- Mobile applications
- Library services

Network Services

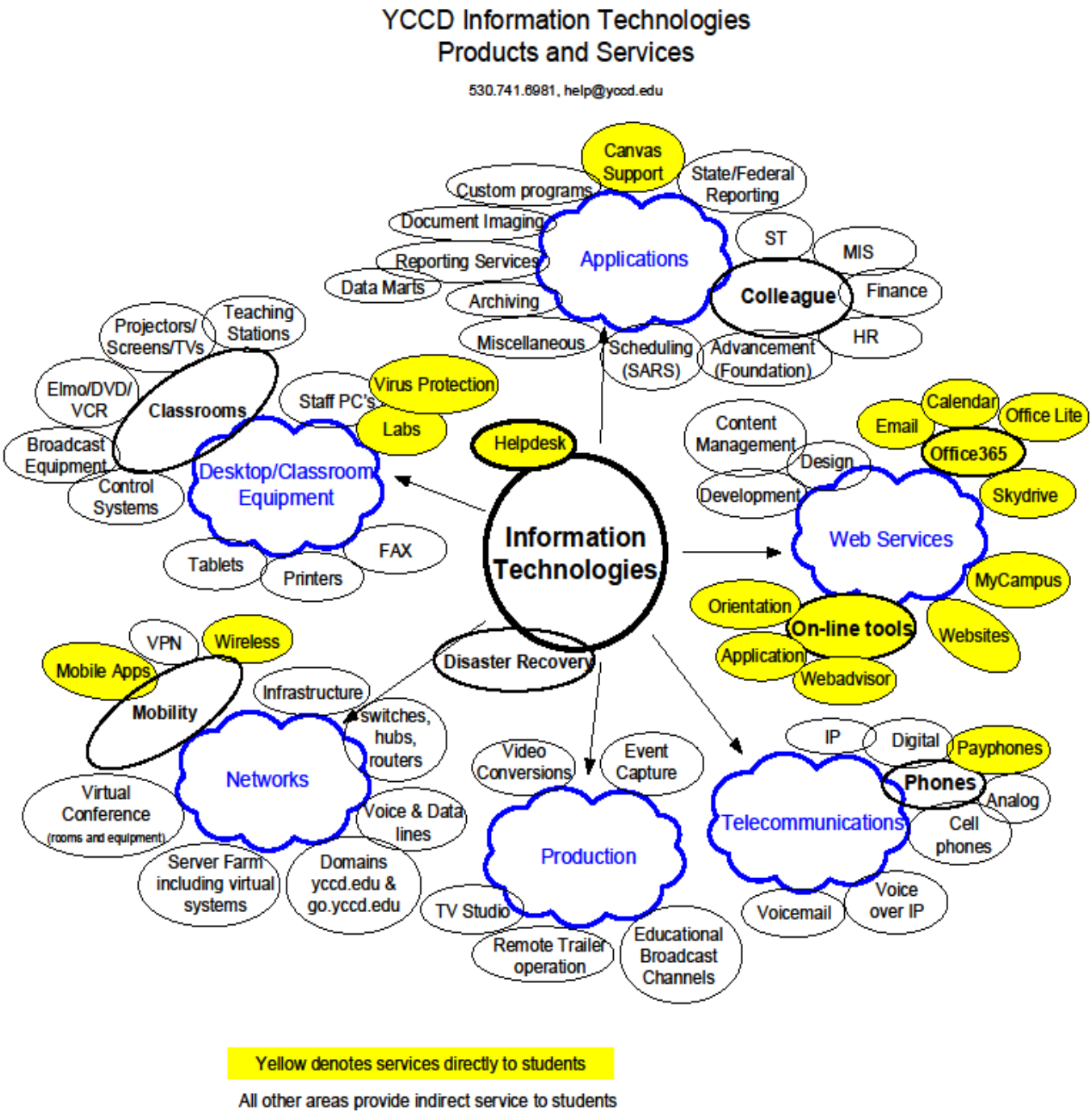
- WAN/LAN – wide and local area networks
- Server farm
- Voice and data lines
- Peripheral equipment (switches/hubs/routers)
- Technology Infrastructure and Backbone
- Domain services
- Active Directory
- Voice over Internet Protocol

Media Services

- Archiving
- Video Conversions
- Event Recording/Capture
- TV Studio support
- Educational Broadcast Channel(s) support

Other areas of interest:

- ✓ The Director Information Technologies is the standing co-chair of the Technology Committee which is responsible for researching, planning, and recommending the implementation and maintenance of technology needs for the Yuba Community College District.
- ✓ Various members of the IT department serve on the state board of the California Community Colleges Datatel Users' Group, representing the use of our administrative software Colleague.



We view technology as a tool to support the Yuba Community College District's teaching and learning mission. We welcome both questions and criticism. We appreciate your business, as well as, your assistance in improving the quality of our services.

IT is committed to providing support services in a timely manner.

Appendix C - Technology Accomplishments and Future Plans

This section is a project summary that describes technology accomplishments and future plans. This document is updated annually and this area is the primary section where changes take place. The activities described below are primarily performed at a District level and impact both colleges. Where there is only one college/campus affected it will be noted. The passage of the Measure J bond in 2006 has provided the necessary funding to carry out many of these proposals.

2010-2011 Accomplishments

- Phase 3 MyCampus - Integrate the MyCampus portal with WebAdvisor and email, and train staff and faculty in its use.
- Train users in the new technologies offered through Flex, special workshops, and meeting presentations.
- Prepare systems to provide Colleague's Webadvisor as a mobile application for cell phones.
- Build on ImageNow to include fiscal documents.
- Work with the District Curriculum committee to support installation and deployment of Curricunet, a curriculum development and workflow software package.
- Convert our email system to Live@edu which is a free, web based, hosted system offered by Microsoft.
- Upgrade the internet connection to GigaMAN services (Yuba) provided by the state Chancellors office to increase our access to the World Wide Web.
- Began the upgrade to DS3 (Clearlake Campus) provided by the state Chancellors office to increase our access to the World Wide Web.
- Upgrade our Colleague interface to UI Web. This will keep our software on the current supported version.
- Phase 1 Board Docs - Provide information and support to Board Docs for implementation and act as a single point of reference for technical input.
- Phase 4 multi college – continue the process of separating Woodland Community College from Yuba College in Colleague.
    - Registration module complete
    - Financial Aid module complete
- WebAdvisor Upgrades
    - Transcript Requests
    - Waitlist functionality for late adds

Measure J

- Prepare buildings for occupancy following remodels – 700 WCC, 400 Yuba, 3000 Yuba
- Expand wireless access points – 700 WCC, 400 Yuba, 600 Yuba
- Wireless deployment at Clearlake Campus and the Colusa County Outreach Facility. This encompasses the entire campus at both locations.
- Phase 2 Portal – setup team sites for classes and started filling key web parts with relevant data.
- Phase 2 Reporting – began creating reports and dashboards for both public and business purposes.
- Performed Library software system conversion from Sirsi to Polaris to provide enhanced functionality to students and more reliable service to the Clearlake campus.

These projects resulted in wireless access for the first time on the Clearlake campus. In addition, the state agreed to upgrade the Clearlake internet access to a high speed connection. This results not only in increased speed for the students but a reduced cost for the District as we no longer have to pay monthly charges for the two current business connections. The portal project is becoming a tangible asset and the library system software was upgraded to enhance both function and service. The new

Colusa County Outreach Facility was built and is complete with full wireless access, both inside and outside the building. Laptop computers and appropriate furniture provide a flexible teaching environment in the new facility. The new mobile phone application (MOX) for the District is fully integrated with Colleague and has infinite possibilities.

2011-2012 Accomplishments

- Phase 4 MyCampus – Upgraded to ACP 3.1 and SP 2010, moved internal web pages to the portal, setup enhanced workflow in class sites (drop off for students), and created site wide committee structure for governance committee(s).
- Moved most remaining desktops to the Active Directory environment in order to facilitate remote desktop access. The last 5%, less than 100 computers, will be moved in 2012/2013.
- Install VOIP phones in classrooms for new buildings and began setup call groups for emergency notification purposes.
- Completed the internet connection upgrade to DS3 (Clearlake Campus).
- Continued to work with the District Curriculum committee to support installation and deployment of Curricunet, a curriculum development and workflow software package
- Begin the use of the Technology Project Request form which supplies information including a graphical display for priority purposes.
- Implemented TracDat, an assessment management solution. Provides a complete process application for managing continuous improvement.
- Implemented Credentials, a new parking decal provisioning system.
- Phase 2 Board Docs - Provide information and support to Board Docs, the Board of Trustees, and the Chancellors staff for implementation.
- Implemented E-Commerce 4.1, providing a secure and reliable way to accept payments.
- Designed, or redesigned the following websites:
    - Clearlake Campus
    - District pages
    - Student orientation site
    - Nursing
    - Rad Tech
    - Distributive Education
    - Vet Tech
- Implemented Nelnet, a payment plan solution, to provide payment plan options. This will allow the District to reduce the unpaid receivables account. In conjunction with this implementation, automatic deregistration was implemented in Colleague for students who did not pay and did not setup a payment plan with Nelnet.
- Automated Colleagues wait list process.
- Full implementation of Web UI for Colleague access.
- Phase 1 “One” Card system – Begin discovery of a “one” card system for students and staff to facilitate easy access to library, printer/copiers, Financial Aid funds, and more.

Measure J

- Prepare buildings for occupancy following remodels and new construction – 100, 300, and 400 WCC, 1200 Yuba, Health/Public Safety Yuba
- Relocate Yuba Library personnel and services for remodel
- Implement a backup system using data deduplication using an Exagrid solution which stores data on disk drives. The data is then replicated nightly to WCC as offsite storage.
- Expand wireless access points – 100 WCC, 1200 Yuba, Health/Public Safety Yuba
- Phase 3 Reporting – Moving reports and dashboards to web sites and the portal
- Phase 2 Colleague conversion to SQL – A mandatory conversion of the underlying platform for our administrative software. The system is currently running on Unidata and must be moved to SQL or Oracle. We chose SQL as it has lower total cost of ownership in our IT department

primarily because we have other SQL servers so the skill set is already there. This is a large project which will take the entire year to complete.

These projects include keeping us current on Datatel, a required move in order to obtain new software releases. In addition, the portal project has become a tangible asset and continuous improvement is needed to increase functionality.

2012-2013 Accomplishments

- Work with IT to address backup power issues at WCC that caused problems in December. The solution ensures when an electrical surge occurs all mission critical switch gear is protected.
- Phase 4 VOIP - Complete the cleanup of old Centrex phone lines.
- Begin using the Active Directory environment to facilitate remote desktop uploads and management.
- Work with Fiscal Services as they implement a solution for providing refunds and Financial Aid checks to students via a debit card, Higher One.
-
- Phase 1 Office 365 – begin discussions on how the committee can assist with the move to Office 365, a requirement of Microsoft in order to continue providing the free services and tool sets to our students.
- Continue working with the District Curriculum committee to support installation and deployment of Curricunet, a curriculum development and workflow software package
- Implement a new parking decal provisioning program with added functionality for citation management.
-
- Phase 1 Student Planning – investigate the solutions available to provide students a tool for long range planning.
    - Implement Degree Audit- Yuba College
- Phase 3 Board Docs – Continue to expand/enhance the experience.
- Phase 1 Content Management System – Begin discovery of a content management system providing the tools to build and maintain department/faculty web pages
- Phase 2 One Card system – Continue the research into the use of a “one” card system for students which would include ID cards for staff. See how other institutions address getting all students to participate.
- Create a program to track positive attendance addressing an issue raised by our auditors.
- Implement TutorTrack – currently used only by Yuba College but the licensing is such that WCC has access if/when they chose so.
- Create an email use usage Policy/Procedure.
- Phase 1 eLearning – investigate new eLearning systems; chose one using a collaborative approach
- Phase 1 Video conference assessment – provide an assessment of video equipment used for both conferencing and classrooms.
- Phase 1 accreditation responses – discuss and begin planning what the Technology Committee can do to help address and resolve accreditation issues.

Measure J

- Phase 1 virtual labs – create a virtual lab beta site at WCC in the registration area
- Prepare buildings for occupancy following remodels – Clearlake Campus project, Sutter Center
- Work with contractors and user group to ensure that the Library project (Yuba) remains on track..
- Phase 3 Colleague conversion to SQL – the project is complete providing a contemporary database layer. The movement to SQL delivers benefits that include reduced hardware costs (virtualized), and a wide variety of inexpensive tool sets for reporting needs and system management.

The computer replacement plan was provided additional funding for the first time since its inception 5 years ago. Until now funding for the plan only covered faculty computers. All others were driven by departmental budgets. This year an additional $90,000 was added to the budget to enable the District to replace a majority of those computers that met the criteria of older than 5 years. Our systems have a 5 year warranty.

2013-2014 Accomplishments

- Phase 2 eLearning - Implement the chosen eLearning system.
- Work with Admissions and Records as they implement an eTranscript solution
- Phase 2 Office 365 – Continue sharing updates and providing assistance where possible as the conversion takes place.
- Work with the Financial Aid offices on an improved Scholarship Application solution
- Phase 1 FAQs – participate on the project team implementing a new on-line FAQ solution
- Provide an online tracking, approval process, and storage solution faculty Flex
- Phase 2 Student Planning -
    - Implement Degree Audit – WCC
    - Find funding and implement Colleagues Student Planning solution
- Phase 2 Content Management System – share the discoveries of the various solutions available and take the next steps to see if this is a project that the colleges are interested in.
- Phase 2 accreditation responses – work on ensuring that the District Technology Committee decisions and actions are shared with stakeholders.
- Phase 1 Mass Communication – Begin research into alternative mass communication solutions as our current system has been sold to another company and higher costs are expected in the near future.
- Phase 2 virtual labs – Create a virtual lab environment at WCC

Measure J

- Prepare building for occupancy following remodels – Library - 1100 (Marysville)
- Work with contractors and user group to ensure that the Library project (Yuba) remains on track.
- Phase 3 Colleague conversion to SQL – Complete the process.

The portal project has become a tangible asset and continuous improvement is needed to increase functionality.

2014-2015 plans

- Phase 2 Video conference assessment – share results with various committees
- Phase 3 eLearning – Investigate and share “How to Use SLO’s in Canvas”
- Merge 2 existing Active Directory files
- Phase 3 Office 365 –Investigate and pilot Lync, voice and video calling, and an instant messaging solution.
- Work with the Financial Aid offices to complete the implementation of a Scholarship Application solution, Academic Works.
- Phase 2 FAQs – participate on the project team implementing a new on-line FAQ solution, this year a rollout of the 10 most commonly asked questions in from A&R, Financial Aid, and Counseling.
- Phase 3 Student Planning -
    - Work with state Chancellor’s office and college constituents to ensure that MIS fields are captured and reported correctly using the new software solutions
- Phase 5 MyCampus – The portal project has become a tangible asset and continuous improvement is needed to increase functionality.
    - Create login/password page including options to change/delete password and to retrieve login information.

- Provide Microsoft Office integration

Measure J – The following projects were put on hold last year until the final expenditures were released for the 1100 building at Yuba College. The items below are planned but may not be budgeted.

- Phase 3 virtual labs – Create a virtual lab environment in the new Library (Yuba College)
- Phase 4 Reporting – Moving reports and dashboards to web sites and the portal

On Going Projects

- Submission of Management Information Systems (MIS) data to the state Chancellors office. This data is used to provide data to the Federal and State agencies, provide a data warehouse for all Districts, provide ad-hoc data querying services, and used in decision making for state support systems.
- Participation in California Community Colleges Datatel Users Group (3CDUG). This group drives the direction of Colleague software needs for our community colleges, and provides training opportunities.
- Encourage student participation/input through surveys sponsored by the Research departments of each college and incorporate that input into the technology plan.
- Participate on the Telecommunication and Technology Advisory Committee (TTAC) as requested. This is a state Chancellors office committee and has representatives on it from the state wide Chief Technology Officers Association.

Participation in these groups ensures that the Yuba Community College District is known as an active member in addition to providing the District a direct voice in the decision making process.

Appendix D – Total Cost of Ownership

Background
In March 2008 the State Board of Governors updated the Technical Support Baseline Standards as shown below. The plan was built on a study provided by the Gartner Group. The plan takes into account the associated personnel costs required to fund technology into a model called the Total Cost of Ownership, (TCO) model.

Technical Support Baseline Standards
In the TCO model the need for technical support staff is based on the number of computers serviced, employees, and full-time equivalent students (FTES). While there have been some staff increases over the years, the District has not yet reached the levels proposed by state plan. The District had adopted a five year staffing plan which included positions to help achieve the proposed levels. Due to current state and local budget that plan has been discarded. IT staffing issues are currently documented only within this review.

These standards are based on Monday-Friday, 8 hours a day (5X8). Note that this is not sufficient to support most colleges' requirements for 24X7 IT support.

The table below shows our current and projected staffing needs. These needs are drastically reduced given the current budget environment.

	Position	Description	Current	IT Proposed Increase	State Suggested Increase
S1	Computer/Network Technician 1 / 100 computers (for all college / District computers)	Installs, configures, repairs, & maintains computer hardware, including portable and handheld devices (laptops, PDAs, etc.), telecommunications, servers, peripherals, and assistive technologies. Maintains network connectivity and provides staff and faculty support.	3.5	3.5 (may be able to do this with 2.5 with appropriate software)	12
S2	Lab/classrooms Technical Assistants 1/75	Provides simple technology maintenance and assists faculty & students during and out of class with technology issues. Not part of IT staff. *Note: Due to departmental reductions and IT as a centralized service, most of the break/repair work has been transferred to IT technicians.*	2 (non IT)	0	8
S3	Network Engineer/Technician 1/3000 FTES	Designs, installs, configures, repairs, & maintains campus backbone(s), wired and wireless networks, WANs, and telecommunications systems (e.g. VOIP) and wiring.	2	0	0
S4	Webmaster / Web Designer 2 per District or Institution plus 1 for each additional site	Designs and maintains the district's / college's Web software infrastructure and Web site	1	2	5 (includes Sutter)
S5	Instructional Designer	Assists faculty with integrating content, using technology, into curriculum	0	1	1

S6	Technical Training Specialist 1/300 FTE Faculty and Staff	Trains staff and faculty. May runs a technology training center.	0	1 (position would reside in HR)	2
S7	Broadcast Technician 1/300 FTE faculty (PT&FT)	Installs, configures, repairs, & maintains broadcasting equipment, including IP and broadcast HD	1	0	.5
S8	Multi-media Production Specialist 1/200 FTE faculty (PT&FT)	Supports faculty with multimedia production, delivery, and operations	2	0	0
S9	Instructional Application Developer/Administrator 1/3000 FTES (PT&FT)	Designs, installs, configures, repairs, maintains software applications to support instruction (course management, library, newsfeeds)	1	0	1
S10	Helpdesk (Skill set equivalent to S1) 1/3000 FTES	Provides a central point of contact to receive reports of technical problems from students, faculty, and staff. Provides technical answers and solutions. .	1	0	1
S11	Technical Manager 1 /10 technical staff	Manages technical personnel & sub-functions and performs high level technical support.	1	0	0
S13	Higher level manager who supports instructional systems	Manages overall technology function. Acts as liaison with academic administration.	1	0	0
	Network Security	Monitors computer networks for security threats, identify compromised machines, analyze risks, and develop response procedures.	0	1	1
	Programmer/Analyst	Performs analysis and programming duties in the development, implementation, and support of IT	3	1	Depends on software needs
	User Liaison	Coordinates the activities between the end user and technical staff. Note: This request is to fully fund the position in the IT budget. It is currently shared with Financial Aid.	1	0	Depends on need
	Database Administrator (DBA)	Responsible for the performance, integrity, and security of the database(s). Install, configure, and manage the VMWare infrastructure/software.	1	0	0
	Software Manager	Manages software personnel and performs systems administration.	1	0	0
	Admin Support	Provide support services for 3 managers, maintain inventories, and licenses	0	1	1
		Note: S12 no longer exists.			