

To: College Council 5/15/2013

From: Technology Committee

RE: Recommendations for Allocation of One-time funding (FY13/14) – approximately \$300,000 per Stephen Ma.

1. Improve Website - \$100,000

This category includes the following:

- Design and Appearance of website
- Ease of use and functionality of website
- Uniform content and oversight of website

The results from the Technology Needs and Satisfaction Survey, information gathered from Academic Senate and direct feedback from the Technology Committee student rep indicate that our web presence is well below satisfactory. Our less than satisfactory web presence has direct or indirect negative impacts on Student Registration, Distance Education, and dissemination of information to students as well as overall perception of MPC when compared to other Community Colleges. The website is the face of MPC and the first place people visit, including potential students.

Funding allocated to this category would be used to address technical issues through the following initiatives:

- Hiring a professional web consultant to determine design and functionality - This work would be done by invoking input from students, faculty and staff. The input would be done through a series of focus groups and other means of gathering data. Several members of the Technology Committee including Jon Knolle, Nicole Dunn and Michael Midkiff have gone through this process at other colleges and universities and can provide additional details on this process
- Implement the changes to the website.

2. Campus computer, Smart classroom and Audio Visual (AV) capacity - \$80,000 (approximately)

This category includes the following:

- Computer Labs – Open Access and Classroom
- Smart classroom technology
- Other (than Smart classroom) Audio Visual (AV) technology
- Staff and faculty workstations

The results from the 2013 Technology Needs and Satisfaction Survey indicate the overall age and functionality for the computers on campus an area of growing concern. Also an area of concern is some

area where Smart Class technology was implemented in a non-standardized manner, which is causing ongoing support issues. One example of equipment causing ongoing support issues is the AV equipment in the Life Sciences area. The Lab Tech that is responsible for that area reports that up to 50% of her time is spent troubleshooting and addressing ongoing AV issues. Also of note is that focusing on additional thin client implementation in classrooms and addressing AV/smart classroom issues will increase our ability to schedule more classes that require computers and therefore help increase FTES.

Funding allocated to this category would be used to address technical issues through the following initiatives:

- Addresses known AV and Smart Classroom technical issues. The AV issues in the Life Science areas are an example of this.
- Develop a campus computer refresh strategy with prioritization of needs. Once the refresh strategy has been developed put available funding toward this. The results of this strategy could be anything from deploying additional thin client systems to purchasing additional memory (RAM) in certain areas. The Lab Technicians will be instrumental in determining needs and prioritization.
- Thin Client Implementation - This is referring to the already purchased Thin Client systems. As considerable time has passed since this system was first purchased, upgraded software and Project Management consulting will be necessary to complete this project.

3. Technology Infrastructure - \$80,000 (approximately)

This category includes the following:

- Core Networking equipment – Switches, Routers, VoIP (Phone System)
- Wireless
- Servers and storage

The \$80,000 would be allocated to two major areas:

Network Equipment - \$50,000 (approximately)

The following is one of the findings in a recently completed Network Health Audit completed by an independent consultant:

“Approximately 22% of the MPC gear will reach the end of support by July 2015, and approximately 12% of MPC network equipment has already passed the manufacturer supported date.”

This indicates that by the end of 2015, 1 in 5 pieces of MPC owned networking equipment will be out-of-warranty. The negative ramifications are that the most current versions of software will no longer be available and performance issues will happen. There are already several areas on campus where performance issues are as a direct result of an out-of-date switch.

Funding allocated to this category would be used to address technical issues through the following initiatives:

- Upgrade out-of-warranty and underperforming switches
- Upgrade software (Cisco IOS) to the same version on all applicable networking equipment
- Ensure that all findings in the Network Health Audit have been addressed

Wireless - \$30,000

The Needs and Satisfaction Survey and input from several areas indicate a lot of student / instructional satisfaction issue could be addressed by an enhanced wireless solution. The Technology Committee Student Rep, Tyler Parker, noted that the top 2 issues for students are the difficult-to-use website and wireless that doesn't cover the campus. A modern community college ought to allow checking the class website, checking email and communicating with fellow students from most of the campus.

One of our faculty reps, Kevin Raskoff, indicated that a strong wireless presence in his area would reap a lot of benefit to students and instructors.

Funding allocated to this category would be used to address technical issues through the following initiatives:

- Hire a consultant to perform a Wireless Audit
- Purchase Additional Equipment – Access Points, Wireless Controller Licenses
- Make a goal for FY 13/14 to enhance wireless delivery in at least 2 major areas

4. Accessibility / Communications / Training - \$40,000

This category includes the following:

- Staff, Faculty and Student training on the use of technical systems
- Communication systems – such as improved student email system and text alert system
- Accessibility – Including Section 508 compliance

Information that the Technology Committee has gathered indicates that students often do not know where to go for technical help or other services. Students also do not receive official notifications from the college because they do not use or like the student email system that is presently in use.

- Funding allocated to this category would be used to address technical issues through the following initiatives: Develop and implement a student technical help system
- Deploy a helpdesk software solution

Note: The student technical help system is a concept that the Technology Committee will develop into a clearly defined initiative