MPC

MONTEREY PENINSULA

COLLEGE

Technology Master Plan
2013-2018

Technology Committee

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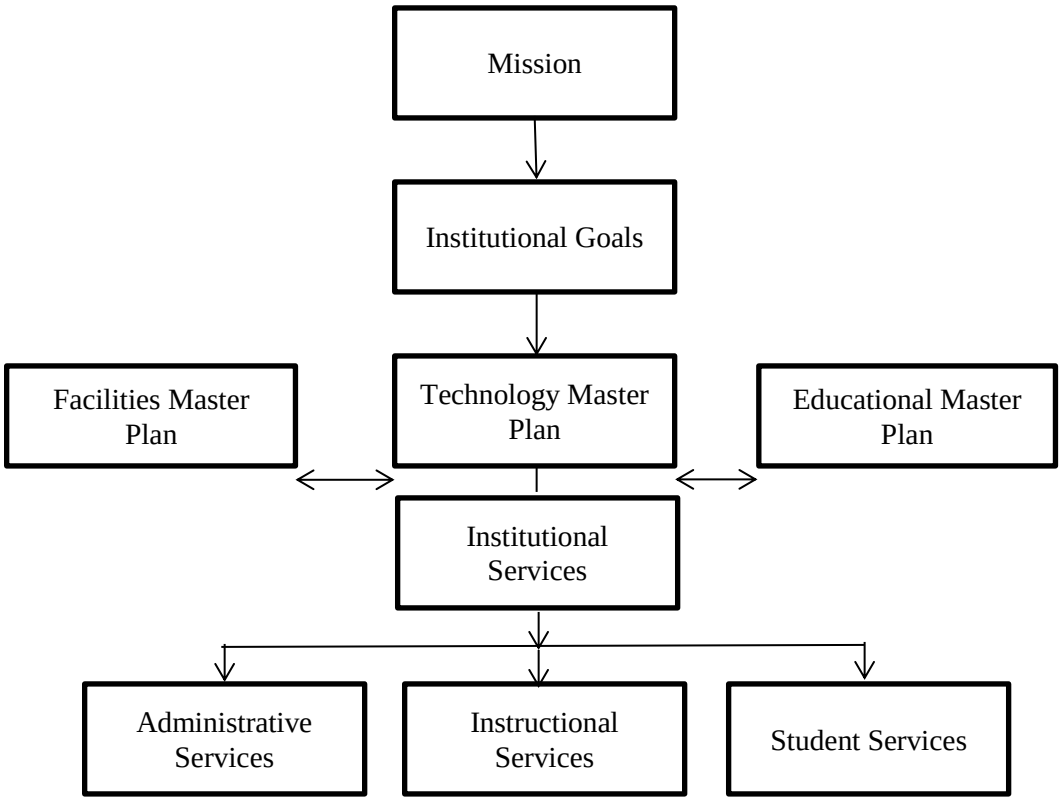
Introduction

Monterey Community College (MPC) faces many challenges in serving today's students:

A. Managing constrained resources.
B. Providing ubiquitous access to all stakeholders.
C. Keeping current on today's technology in order to ensure that MPC students will be prepared to enter the workforce.
D. Properly integrating new technologies in support of administrative services, student services, and teaching and learning environments, as well as providing faculty and staff training and transitional support. It is recognized that funding resources are limited, and Monterey Peninsula College must make critical decisions on how to best allocate the resources available.

Planning Process:



Mission Statement:

Monterey Peninsula College is committed to fostering student learning and success by providing excellence in instructional programs, facilities, and services to support the goals of students pursuing transfer, career, basic skills, and life-long learning opportunities. Through these efforts MPC seeks to enhance the intellectual, cultural, and economic vitality of our diverse community.

Monterey Peninsula College Goals:

Monterey Peninsula College has identified four institutional goals that provide the framework for all plans and initiatives developed by the college. The four institutional goals approved by the College Council and the Board of Trustees on April 5 2011 are:

Goal 1: Promote academic excellence and student success.

Goal 2: Build MPC into an economic driving force for the Monterey area by supporting and developing programs that teach employable skills.

Goal 3: Manage the rate of growth in programs and services in Seaside and Marina, subject to funding and growth conditions.

Goal 4: Maintain and strengthen instructional and institutional technology. These values and goals provide the framework for the Educational Master Plan and will guide prioritization and implementation of technology initiatives.

Educational Master Plan:

Monterey Peninsula College's 2012 Educational Master Plan (EMP) is the college's academic map; it serves as one of the College's central planning documents. It not only provides the College with general direction in support of achieving its mission and institutional goals, it also provides a framework for the integration of virtually all of the College's planning efforts over the next five years.
http://www.mpc.edu/academics/EducationalMasterPlan2012/Education%20Master%20Plan%20Final.pdf

Acknowledgements

The planning and revision process for the Technology Master Plan involved the time and collaboration of many faculty and staff at Monterey Peninsula College. Technology Committee updates were held with campus groups asking technology needs input, coupled with the 2013 Technology Needs and Satisfaction Survey distribution to solicit feedback and one-on-one meetings with those individuals in leadership roles to discuss their assigned initiatives. The following individuals, departments and groups are noted for their participation:

President and Vice President's
Dr. Walter Tribley – Superintendent / President
Dr. Celine Pinet – Vice President for Academic Affairs
Stephen Ma – Vice President for Administrative Services
Carsbia Anderson – Vice President for Student Services

Shared Governance
Academic Senate
Academic Affairs Advisory Group (AAAG)
Administrative Services Advisory Group (ASAG)
Student Services Advisory Group (SSAG)
College Council

Departments and other groups
Faculty
Information Technology
Lab Technicians
Admissions & Records
Student Financial Aid
Fiscal Services
Library Staff

Purpose Statement

The purpose of the Monterey Peninsula College Technology Plan is to provide a road map based on data driven need and embracing the shared governance process, to ensure a sustainable plan to meet the technology needs of students, faculty, staff and administration. This plan will focus on the allocation of resources and how to best address the technology needs of MPC. The MPC Technology Plan is a living document that will be reviewed and updated annually by the Technology Committee. Major revisions of this document will be performed as necessary based on major revisions of dependent documents, such as the Institutional Goals, Educational Master Plan, Strategic Initiatives and/or College Mission. Ongoing meetings with individuals, shared governance, and groups, as well as campus-wide surveys will be some of the methods used to continue to gather data.

Planning Assumptions

A. All initiatives contained in the Plan were developed to directly support the institutional goals of the College, as articulated in the Educational Master Plan and encompassed by the College Strategic Initiatives, and in response to ACCJC planning agenda items and standards.

B. The Technology Master Plan is one of the District's key strategic plans and plays a critical role in the success of the College.

C. As the detailed design and planning phases are implemented through the Technology Master Plan, the Information Technology Department will identify technology issues and initiatives to be incorporated into relevant plans.

D. A significant number of demands for technology-related support will compete for limited funding. Consequently, the use of resources allocated to technology will be driven by needs, which are identified and prioritized in this plan as the first step of a selection process involving appropriate stakeholders and decision-makers. The technology initiatives start on page 17 of this plan.

Technology planning and resource allocation is guided by the College's planning and resource allocation process, which is in turn shaped by MPC's institutional goals. College constituencies participate in the program review annual plans to identify needs. Technology related initiatives are collected through the division chairs, administrative structures and other data including campus wide surveys. The initiatives are reviewed by the Technology Committee and a recommendation is made to College Council based on the Technology Committee's set Guiding Principles.

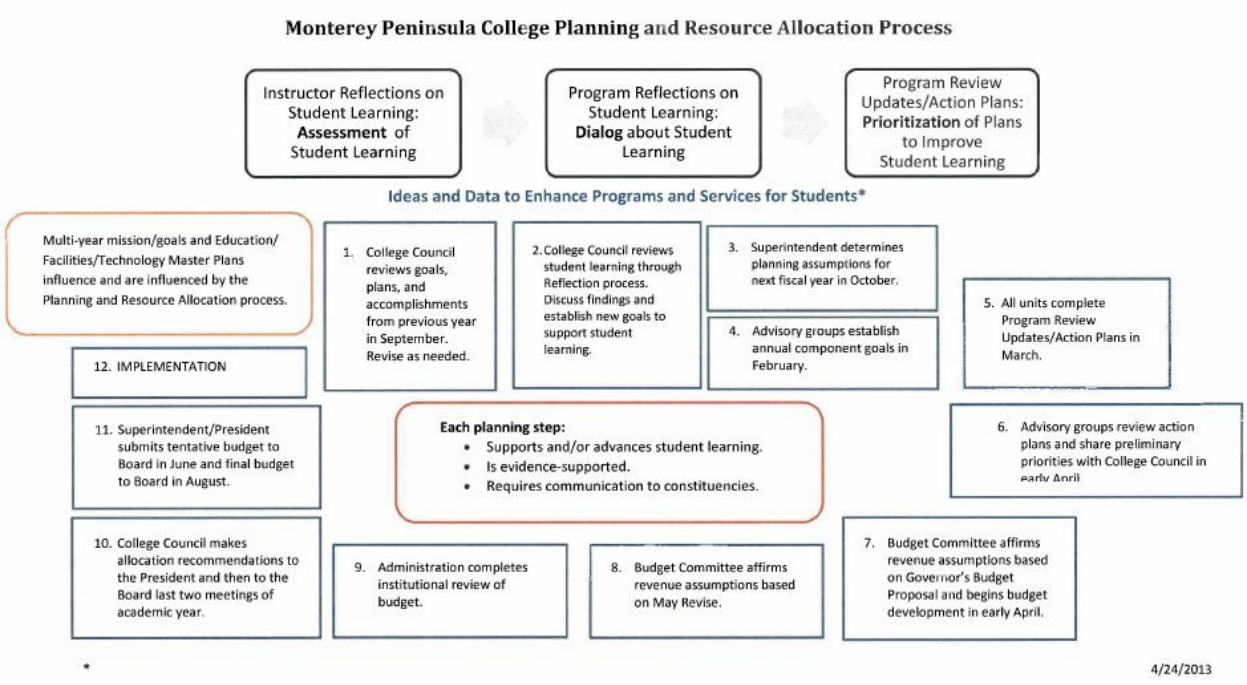
Technology Committee Guiding Principles

The Technology Committee determined that using guiding principles as opposed to a numeric rubric provides greater flexibility for non-quantifiable data. The Technology Committee will use the following guiding principles when evaluating initiatives.

1. Does the initiative use technology to remove barriers of student learning and accessibility?
2. Does the initiative have significant backing from faculty, staff, and/or students as evident by high priority in Action Plans, response in campus survey, and other campus input?
3. What is the scope of effect of the technology initiative? (I.e. Entire College, Single Department, One end-user, etc.)
4. Is the technology initiative feasible with current available resources? (Fiscal, Staffing and Equipment)
5. Which prioritization categories does the initiative cover? (This is based on the knowledge that items in Compliance, Safety and Security may be mandatory)
6. Is the technology initiative a long-term sustainable solution? (TCO, Technical Skills to maintain, etc.)
7. Is the technology initiative in line with MPC institutional goals?

Planning and Resource Allocation Diagram

The individual steps that comprise the planning and resource allocation process are detailed in the diagram below.



Technology Master Plan Evolution

The Monterey Peninsula College Technology Plan represents a process that embraces shared governance, utilizes data, and is guided by the Monterey Peninsula College Mission, the Educational Master Plan and the Technology Sustainability Strategic Initiative.

The 2012 – 2017 Educational Master Plan identified the following technology items:

Strategic Goals

Institutional Goal	"Influence"	Objectives	Lead Responsibility
Goal 1: Promote academic excellence and student success.	**Transfer Institutions**	1. Increase communication between MPC faculty and transfer institutions for the purpose of curriculum alignment and development of co-curricular activities. 2. Develop and strengthen articulation agreements with transfer institutions. 3. Create and/or revise programs and curriculum in response to	Dean of Instructional Planning Dean of Student Services Curriculum Advisory Committee Articulation Officer

		and support of SB 1440.	
	Student Success Initiative	1. Develop plans to implement the Student Success Initiative. Dovetail with current Basic Skills Initiative in objectives 1 to 8.	VP of Student Services VP of Academic Affairs AAAG SSAG
		2. Increase student awareness of programs and services. 3. Increase student awareness of the need for assessment and an education plan. 4. Implement mandated placement tests in English and math	Dean of Student Services ASMPC Office of Institutional Research English Department Math Department Matriculation Coordinator

Institutional Goal	"Influence"	Objectives	Lead Responsibility
Goal 4: Maintain and strengthen instructional and institutional technology	**Program Review**	1. Conduct a broad-based review of the functionality and efficiency of all district technology including the organization, management and support for MPC's websites.	VP of Administrative Services Technology Committee AAAG SSAG
		2. Conduct a broad-based review of the leadership, management, and structure of campus-wide technology support to maximize efficiency, resources, and ease of use. 3. Based on recommendations from program reviews and college resources develop and implement a long-term technology funding plan.	P/VP VP of Academic Affairs VP of Administrative Services Tech Committee AAAG SSAG

Strategic Initiative for Technology Sustainability

Mission
The mission of the MPC Technology Strategic Initiative is to support the ever-changing landscape for both instructional and institutional technology needs district-wide.

Purpose
The purpose of offering sustainable technology solutions is to increase faculty, student, and staff exposure and accessibility to technological tools for improved teaching, learning, services, and productivity.

Role
The role of the MPC Technology Strategic initiative is to facilitate the examination of technology needs, propose support and leadership in identifying sustainable technology trends for instructional and institutional purposes, and enhance the use of effective use of technology district-wide through collaboration with faculty and staff.

Scope
The breadth and depth of technology in education is multi-faceted and goes far beyond hardware, software, and supporting infrastructure. The use of technology in instruction and services has influenced virtually all College classes in varying applications including fully online courses, hybrid courses, web-enhanced courses, and courses dependent upon technological tools. Services are often highly systems dependent and are now increasingly delivered through or enhanced by technology. MPC students, faculty, staff, and other users have varying degrees of background, knowledge, and understanding of technology. In recognition of this, College Council and the Governing Board have adopted an Institutional Goal that states the following:

MPC will maintain and strengthen instructional and institutional technology:

- Develop a long term funding plan to meet technology needs.
- Conduct a broad-base review of the functionality and efficiency of all district technology, consult with users, and implement appropriate modifications to meet the needs of the end user.
- Conduct a broad-based review of the organization, management, and support of MPC's website, and implement appropriate changes to meet the needs of end users.
- Conduct a broad-based review of the leadership, management, and structure of campus-wide technology support to maximize efficiency, resources, and ease of use.

Direction
In this era of limited resources, MPC must have a clear vision and understanding of its

highest priorities for technology. To define these priorities, a user driven approach must be taken, with an emphasis of listening and working in collaboration with local entities in defining solutions. Recent organizational changes in instructional technology and institutional computing offer an opportunity for careful re-examination of current practices. Through a user-focused consultation process, the MPC Technology Strategic Initiative will conduct a comprehensive review of technology needs and solutions guided by the institutional goal on technology. The resulting solutions must be responsive to instructional, services, and institutional technology needs district-wide, expressed as a strategic plan to be implemented incrementally based on available resources.

Initiative Organization

The Technology Master Plan encompasses all functional areas of the campus, and as such, the Initiatives stated herein vary greatly in their content and purpose. In order to successfully manage the Technology Master Plan, a hierarchy was developed. This hierarchy accomplishes the following objectives:

1. **Assigns Leadership** to each initiative. The individuals who are the assigned leader are competent in their respective initiatives, thus providing the necessary structure for follow-up and implementation; the leadership can be reassigned as the initiative goes through the planning to implementation phases.
2. **Assigns Grouping** of initiatives to define the scope of what is covered and how they interrelate to one another.
3. **Assigns Categories** so as resources and/or funding are made available, the proper Initiatives can be addressed based on their level of criticality.
4. **Assigns Status** to each initiative for tracking progress.

Leadership:
(Leadership includes but are not limited to the following positions)

President
Vice President for Academic Affairs
Vice President for Administrative Services
Vice President for Student Services

Associate Dean of Instructional Technology & Development
Director of Information Systems
Director of Admission & Records
Director, Student Financial Services
Dean of Instructional Planning
Dean of Student Services
Director of Institutional Research
Systems and Programming Manager
Associate Dean of Human Resources
Division Chairs
Controller

Category:

Compliance-Maintaining and Enhancing	Various government state laws, federal laws and accreditation regulations demand specific compliance such as Section 508, FERPA, and OSHA. However, these regulations may or may not be safety or security issues where compliance issue is either safety or security it should be so ranked.
Cost Savings	Designed to provide long-term savings as defined by Return on Investment (ROI)
Education	Designed to specifically enhance the educational experience
Operations	Addresses functionality or items not falling under other prioritization categories
Safety	Examples are emergency notification systems including phone system, web-based alert system or email notification system.
Security	Designed to address security (data and human) issues

Status:

Committee Review	This Initiative is in front of the Technology Committee for review
Planning	Leadership Assigned; feasibility study; solution research
Budget	Request for quote; budget allocation request
Acquisition	Purchase order completed; items and/or services ordered
Implementation	Configuration, installation, and/or construction underway; technical writing
Completed	The Initiative has been put into practice; ongoing maintenance begins

MPC Technology Needs

Based on the information gathered though meetings, focus groups and surveys the Technology Committee has determined that the needs fall into 6 major categories:

1. Campus computer, Smart classroom and Audio Visual (AV) capacity
   This category describes the campus computing resources on campus. The technology needs in this category include computer labs, smart classrooms, staff and faculty computers.
2. Website
   This category describes everything associated with the website from design to functionality.
3. Technical Infrastructure – Maintenance and Support
   This category describes the core infrastructure including servers, routers, switches and wireless.
4. Distance Education (DE)
   This category includes everything associated with Distance Education including the Learning Management System (LMS).
5. Enterprise Resource Planning (ERP)
   This category describes all of the systems used in the functional areas (A&R, Financial Aid, HR, Counseling and Finance) including SIS, FAMS, Escape and other systems.
6. Accessibility / Communications / Training
   This category includes compliance, accessibility, communications and training needs.

Technology Procurement Process

As the Information Technology Department and Lab Technicians are responsible for most of the technology used at MPC, it is important that the IT Department is has an opportunity to evaluate and approve campus technology before it is purchased. Here are the basic steps for procurement of campus technology.

1. Technology need is identified
2. Consult with I.T. - *Because the purchase of new technology affects many areas including expansion of the base of support and expanding equipment refresh need. Also variables such as compatibility with existing systems and skillset to provide support need to be factored into the Total Cost of Ownership (TCO) analysis.*
3. Approval Process - This *is the normal approval process of identifying funds and having appropriate leadership sign off – depending on amount of purchase Budget Manager, VP and President.*
4. Purchase Request submitted to Purchasing Agent
5. Final Review by IT - The *Director, Information Systems (or designee) will review the purchase request. If approved, send back to purchasing agent.*
6. Purchasing Agent processes Purchase Order and submits to vendor.
7. Implement Technology

Resources

An essential factor in the Technology Plan is the available resources to successfully complete technology initiatives. The Information Technology (IT) Department is responsible for the implementation and continuing maintenance of a large portion of the technologies discussed in this plan. The narrative below is the current status of the IT Department staffing and a proposed staffing model to address current and future technology needs as defined in this Technology Plan.

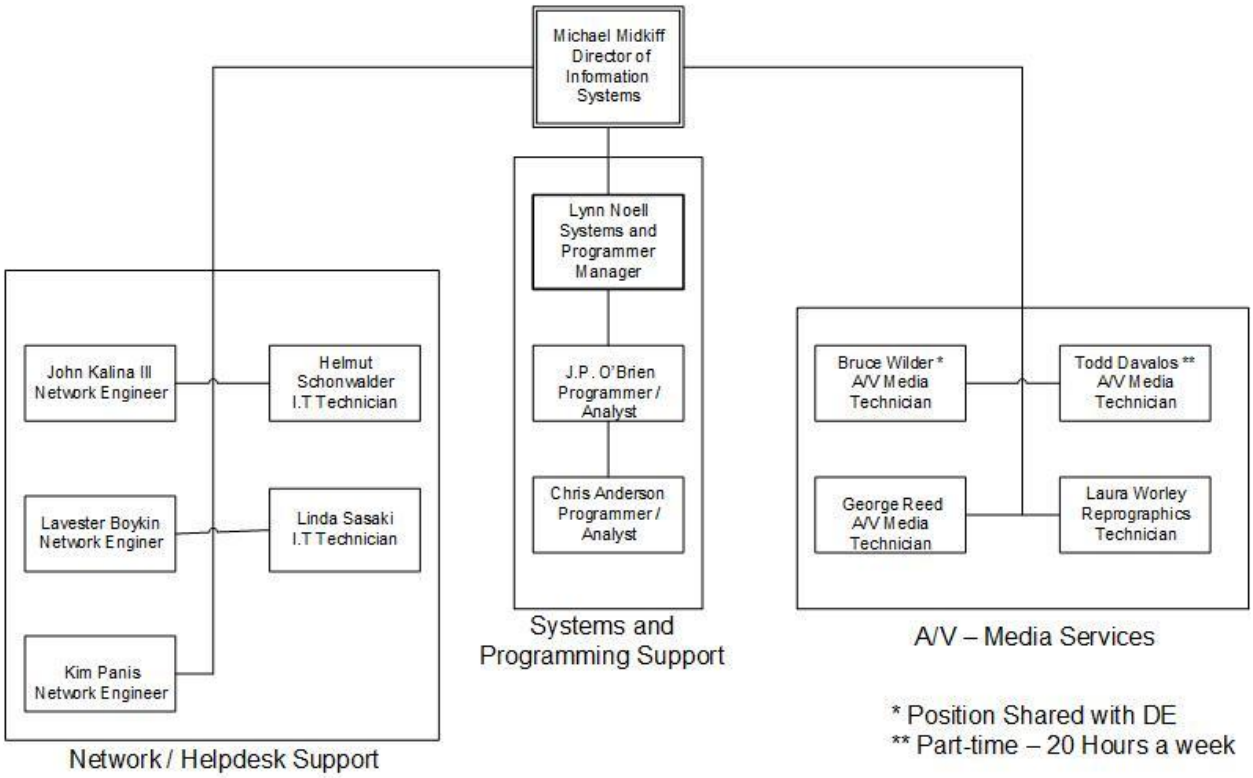
Information Technology Department

A. Current Staff Resources

B. Organization

The Director of Information Systems is the Chief Information Systems Officer (CISO) for Monterey Peninsula College and reports to the Vice President of Administrative Services. The IT Department has a staff of 14 including the Director, 1 Manager and 11 classified staff. The Information Systems Department is organized in three major categories: Network / Desktop Support, Systems and Programming Support and A/V - Media Services. The currently filled positions are Director of Information Systems, Systems and Programming Manager, Programmer/Analyst (2), Network Engineer (3), Information Technology Support Technician (2), Media Technician, Audio/Visual (3) and Reprographics Technician.

MPC - Information Systems Department
Organizational Chart
5/1/13



Assignments and Responsibilities

The IT Department supports the technology needs of the College in areas of instruction, services and administration from the central systems to individual desktops. The staff is composed of individuals trained in their area of specialty.

Qty	Position	Assignment or Specialty
1	Director of Information Systems	Department Management
1	Systems and Programming Manager	Supervises, organizes, coordinates and participates in the work assigned to Programmer / Analysts
2	Programmer / Analyst	Develops and Maintains applications. Also responsible for required submissions, such as MIS.
3	Network Engineer	Infrastructure administration and support
2	IT Support Technician	Workstation technical support

3	A/V Media Technician	Multimedia support for classrooms and events
1	Reprographics Technician	Print shop operations and support

Additional Needed Resources

The Monterey Peninsula College IT Department must stay current with technology and provide service and value to the college. Gaining efficiencies and improving productivity are necessary adaptations to the changing economic conditions of the California education sector. Based on evaluation of the current IT staff, the following additional resources are recommended.

This recommendation is included in the Technology Plan to provide the resources necessary to fulfill the expectations placed on the I.T. Department. A separate Action Plan has been submitted to that approval process. (See Attachment XX)

These three positions are ranked by greatest impact to address current and future technology needs.

1. **Network Operations Manager – (Create Position)**

   There is a growing need for strong in-house project management, process control and enhanced methodology. This position would be designed to fill gaps in technical skillsets and in overall methodology. The Network Operations Manager would work directly with the Director of Information Systems to put a strategic planning methodology based on Project Management Institute (PMI) standards and best practices in place. The Network Operations Manager would also have supervision responsibilities over the Network Engineers and IT Technician positions.
   In addition to the duties and responsibilities mentioned earlier, this position would require strong Network Administrator skillsets in current Networking standards and protocols including, but not limited to Cisco Routing, Switching, VoIP, Windows Server Active Directory and virtualization technologies.

   Examples of the type of projects that would benefit from the addition of this position would be successful Thin Client implementation, network storage and use initiatives and wireless access planning to implementation.

   Justification: There has been a reliance on overtime (OT) for several years in the network support area, see below for the current fiscal year (12/13) and the two previous years (11/12 and 10/11):
   FY 12-13 OT (To Date Estimate) -> $80,000+
   FY 11-12 OT including payroll related benefits totaled $143,319 ($129,354 plus payroll related benefits of $13,965)
   FY 10-11 OT including payroll related benefits totaled $129,992 ($117,522 plus payroll related benefits of $12,470)
   The amount budgeted for overtime has been $10,000 per fiscal year.
   The expectation would be that adding this position would reduce the amount of

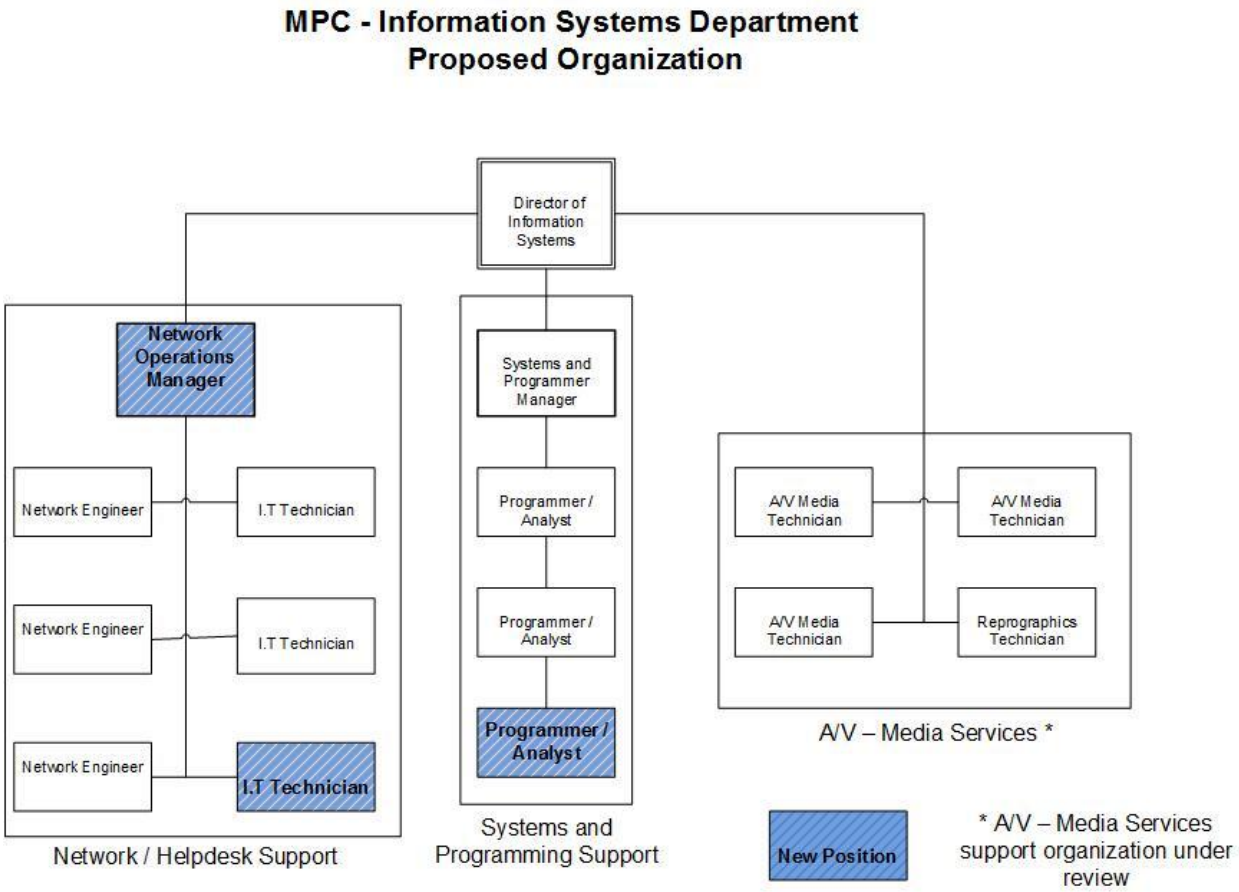
overtime used to the budgeted amount (Approximately $10,000 per year) by implementing sound planning practices, team building, and increasing efficiencies and by filling skillset gaps. In addition to the technical skillset requirements, the person in this position would work directly with the Director of Information Systems to put in place a documented methodology of oversight, resource control, enhanced processes including comparative technical solutions, invoking end-user feedback and appropriate use of outside resources and synergy with other educational IT Department personnel.

2. **Programmer / Analyst – (Fill Additional Position)**
   This would be the same job description that is currently filled by two IT staff. However, the desired skillset would be very strong in Structured Query Language (SQL). SQL is the foundation for most enterprise database systems and would be an applicable skillset for many projects and initiatives. Experience working with Oracle technologies would be highly desirable. The need for this position is based on current volume of work and anticipating the need to go to a new Education Resource Planning (ERP) system in the future.

3. **IT Technician – (Fill Additional Position)**
   This would be the same job description that is currently filled by two IT staff. The need for this position is based on current volume of work and will enhance consistent technical support to the Marina and Seaside Centers. This position would also help enhance vacation and sick time coverage. This position would also have helpdesk responsibilities.

Additional I.T. Staffing Resource Considerations:

- The proposed staffing model should be considered adequate to fulfill the expectations for day-to-day support and most technology implementation projects. However, augmentation by consultants or other available resources may be required for specific projects.
- The technology support roles and responsibilities of the current Lab Technicians should be evaluated for possible enhanced efficiencies by having centralized and standardized technical support with oversight and support of the IT Department.
- Student workers should be evaluated as a possible resource in areas where they could help other students by providing IT department approved information and documentation.
- The current A/V media services support model should be evaluated for currency of support, efficiencies and other factors. The position currently filled by Bruce Wilder is a shared position between IT and Distance Education. One possible solution to add efficiency and availability to both areas would be to split this position into two separate positions.
- The work of website design and oversight should be in Public Information (PIO) or similar office. The support and maintenance of website infrastructure should remain in the I.T. Department.



Additional Resources
Division Instructional Technology Laboratory Technicians
(information in progress)

Division/Programs & Institutes/Academics instructional technology laboratory technicians are another resource for the I.T. Department. Aside from helping students, they also manage the technology in the open labs, smart classrooms and classroom labs used by students and staff computers. They keep in line with campus standard technology set forth by the I.T. Department and the needs of the curriculum for their areas.

There are XX open labs, XX smart classrooms and XX classroom labs consisting of XX student-use computers throughout the three campuses.

MPC's Instructional Technology & Distance Education

Monterey Peninsula College has long recognized that distance education and online instruction supports the learning and success of all students, traditional and non-traditional alike, by allowing for the incorporation of interactive technologies and a variety of media applications in instruction.

In addition to providing up-to-date computer technology for learning, MPC's information technology goals include: providing support for distance learning technologies such as online and video conferencing; maintaining an instructional technology lab for use by faculty; and ensuring that students with disabilities have equal access to technology.

MPC's Institutional Committee on Distance Education (ICDE) serves as the recommending body on all matters related to online teaching and learning. ICDE makes recommendations on issues pertaining to academic and technical support for online students and instructors, policies and procedures related to online instruction, as well as planning, development, evaluation, and review of online offerings.

The ICDE is made up of faculty, staff, and administrators with expertise and interest in distance education including: the Vice President of Academic Affairs, Associate Dean of Instructional Technology & Development, Director of Information Systems, the MPC Online Instructional Technologist, and the Faculty Coordinator for Distance Education. The ICDE's membership also includes representatives from the institutional research and Financial Aid departments, division technicians, and instructional faculty members drawn from counseling/advising, library sciences, career technical education, liberal arts, and the sciences.

Appendices

A: Initiatives

1. Campus Computer Capacity
2. Website
3. Technical Infrastructure – Maintenance and Support
4. Distance Education (DE)
5. Enterprise Resource Planning (ERP)
6. Accessibility / Communications / Training

B: Hardware and Software Inventory (Inventory in progress)

1. PC's and MACs
2. Servers
3. Network Equipment
4. AV Equipment
5. Software

C: Technology Needs & Satisfaction Survey 2013

D: It Staffing Action Plan

E: Lab Technician Specific Areas of Support

Appendix A: Initiatives

1. Campus Computer Capacity

Technology Initiatives	Category	Estimated Cost	Funding Source	Status	Leadership
Develop Plan for implementation of already purchased Thin Client units. – Request and evaluate proposals from vendors to avail necessary resources to complete the thin client project. The proposals considered will include project management and/or additional technical resources.	Operations, Cost Savings	TBD + Staff Time	TBD	Committee Review (Partial) Implementation	Director, Information Systems
Develop PC Refresh Strategy – It has been determined that the "cascading" strategy identified in the previous technology plan is no longer relevant. The average age of campus PC's are XX years old and the survey indicated that aging equipment was one the biggest concerns amongst the end-users. (see appendix xxx)	Education, Cost Savings	Committee and Staff Time	N/A	Committee Review	Director, Information Systems Technology Committee
Upgrade ICDE Faculty Computer Lab - Replace existing faculty computers with new/modern workstations. Replacing the existing 5 computers and adding 4 additional work stations plus one presenter workstation would allow the ICDE faculty lab to be used as a faculty instructional technology training lab for Moodle and other IT topics in addition to being a support center (would prefer a mix of PC/Mac).	Education	$12,000	TBD	Committee Review	Associate Dean of Instructional Technology Director, Information Systems
Audio recording booth - Establish a space for faculty to record video lectures, online presentations, and online office hours. Room should be mostly soundproof, have a modern computer, webcam, document camera, and Camtasia.	Education	$1,800 (computer, document camera, and software). Room TBD?	TBD	Committee Review	Associate Dean of Instructional Technology

PC refresh for the entire Library. – Subject to Refresh Strategy to be developed by Tech Committee	Education	TBD	TBD	Committee Review	Library Division Chair Director, Information Systems
Additional PC's and monitors for LTC study rooms - – Subject to Refresh Strategy to be developed by Tech Committee	Education	TBD	TBD	Committee Review	Library Division Chair Director, Information Systems
PC availability map – This would be a guide for students to find available PCs within the LTC building	Education	TBD	TBD	Committee Review	Library Division Chair
PC's or Thin Clients for Financial Aid Students to use	Education	TBD	TBD	Committee Review	Director, Information Systems
Develop a campus-wide support structure and agreement for non-windows based computing platforms used in various areas of the campus (Macs used in Life Science and Arts, etc.) Where does division or department support end and IT support begin?	Education Cost Savings	TBD	TBD	Committee Review	TBD
Support in Marina	Education	TBD	TBD	Committee Review	Dean of Instructional Planning
[Marina Center] Functional Instructional Computer Labs - Take steps necessary to restore functionality of existing thin client computers (or replace with functional desktop computer stations) in both of the instructional computer labs (rooms 401 and 103).	Education	TBD	TBD	Committee Review	Dean of Instructional Planning Director, Information Systems
[Marina Center] New Instructor Podium Computers - Replace computer workstations at faculty podiums in each of the Marina smart classrooms (7 total).	Education	TBD	TBD	Committee Review	Dean of Instructional Planning Director, Information Systems

[Marina Center] Open access computer stations -Provide 4-6 workstations in the Marina Center office for student use.	Education	TBD	TBD	Committee Review	Dean of Instructional Planning Director, Information Systems
Smart classrooms lack consistency - Makes teaching in different rooms difficult. Some remotes don't work. Many have broken doc readers, bulbs go out, DVD players not working, or other problems. Need clearly written directions. Need reliable, fluid classroom computer use.	Education	TBD	TBD	Committee Review	Director, Information Systems
Upgrade AA staff computer workstations. New workstations needed for the incoming Admin III (evaluations and DE support), Admin III (contracts coordinator). Replacement computers for Kathy Kress, Yen Le, and Laura Franklin. Upgrade RAM in computers for remaining staff members.	Operations	TBD	TBD	Committee Review	TBD
[Marina Center] New faculty and staff work stations. Replace existing (6) staff computers and (2) faculty workstation computers.	Education	TBD	TBD	Committee Review	TBD

2. Website

Technology Initiatives	Category	Estimated Cost	Funding Source	Status	Leadership
Develop Website Enhancement Plan – This is in response to the data collected, including Academic Senate observations, Tech Committee Survey Results and other feedback. (see appendix x) The enhancements under review include: • Single logon throughout systems • Ease of accessibility Design and functionality **The recommendation would be to use outside consulting for analysis and design.**	Education, Safety	TBD	TBD	Committee Review	TBD
Additional Software – Camtasia, Photoshop	Education	TBD	TBD	Committee Review	Library Division Chair

Mobile App for website – This initiative would be the need to plan and develop the website and other resources used by students in a way that supports access from mobile devices. This needs to include a mobile website for the library, which is a project that has been assigned to library tech staff for over a year. This initiative would be to develop a mobile app to increase accessibility to students.	Education	TBD	TBD	Committee Review	Director, Information Systems Systems and Programming Manager
Focus on the accessibility of all campus computing resources (class websites, registration, financial aid, etc.) to be fully accessible from smart phones, tablets, and other non-desktop computing environments.	Security Education Cost Savings	TBD	TBD	Committee Review	TBD
Develop a refreshment protocol for non-windows based computers (Faculty, Staff, and Labs).	Education	TBD	TBD	Committee Review	Technology Committee
Trend: students are doing their work on smart phones. Support student devices better.	Operations Education	TBD	TBD	Committee Review	Technology Committee
iPad app integration. iPad integration.	Education	TBD	TBD	Committee Review	Technology Committee
Mobile app to check financial aid status, register for classes, campus safety notices, etc….. Mobile access.	Education	TBD	TBD	Committee Review	Technology Committee
Create an implementation plan to disseminate information regarding the updated Section 508 policy for computer access technology purchases and support.	Compliance	Committee Time	N/A	Standards are developed; Policies in place; implementation ongoing	Technology Committee
Make sure all MPC websites are ADD compliant	Compliance	TBD	TBD	Committee Review	TBD
Faculty should have own personalized website, like we had with MPCFaculty.net	Operations	TBD	TBD	Committee Review	TBD

3. Technical Infrastructure – Maintenance and Support

Technology Initiatives	Category	Estimated Cost	Funding Source	Status	Leadership

Wireless Enhancement Plan – Feasibility through implementation. Based on the results of the survey (see appendix x), and other supporting evidence. A wireless plan to include a cost and feasibility analysis will be developed to enhance and focus wireless accessibility to address institutional goals and objectives. This initiative will be approached in four phases: Phase I: Wireless Survey Phase II: Feasibility Analysis Phase III: Develop Wireless Plan based on feasibility analysis Phase IV: Implementation	Education Safety Security	$7,100 (Phase I only) Phase II & III Staff Time Phase IV - TBD	GF	Committee Review	Director, Information Systems
Network Health and Security Analysis & Remediation. Independent audit of the MPC network with a focus on functionality and security. Based on the findings of the report, put together a plan to address deficiencies and vulnerabilities. This initiative will be approached in two phases: Phase I: Network Audit and Report Phase II: Remediation Plan and Implementation	Security Operations	Phase I $15,000 Phase II $35,000 & Staff Time	GF	Phase I – Complete (With the exception of minor vulnerabilities currently being addressed) Phase II – Security Enhancements (near) Complete, Functionality Enhancements – In Progress	Director, Information Systems
Analog Phone in every building – This initiative would be in case of emergency and as a backup to the VoIP system.	Safety, Security	TBD	TBD	Committee Review	Director, Information Systems
Develop software, hardware and systems evaluation process - Develop a decision making rubric to help guide the IT department in providing solutions that are aligned with Technology Committee Guiding Principles and MPC institutional goals.	Education, Operations	Staff Time	N/A	Committee Review	Director, Information Systems

Develop Technical Support Strategic Plan - This plan would focus on human resources and be developed to best use all available technical support resources including Lab Technicians, IT Staff and (possibly) Student Workers to best serve the support needs of MPC. The goal would be a forward thinking strategic plan focused on enhanced communications and efficiencies.	Education, Cost Savings, Operations,	Staff Time	N/A	Committee Review	Director, Information Systems Others - TBD
AV – Media Services future staffing plan - This initiative is a collaborative effort by the Associate Dean of Technology and the Director, Information Systems to develop a staffing plan to address future support needs in IT and DE.	Education, Operations	Staff Time	N/A	Committee Review	Associate Dean of Instructional Technology Director, Information Systems
Develop a Disaster Recovery Plan – This Initiative would be a plan to secure and recover data in the event of an emergency.	Security, Education	Staff Time	N/A	Committee Review	Director, Information Systems
Central Authentication for MPC Online and Campus Information Systems - Implement a Central Authentication Service and identity management system to protect data and information resources, manage users, and manage access to campus systems **including Moodle and Library ILS**.	Security (of Student Data), Compliance	TBD	TBD	Committee Review	Associate Dean of Instructional Technology Director, Information Systems
Network Upgrade to 1GB/s throughout Library	Education	TBD	TBD	Committee Review	Director, Information Systems
Virtualization and centralization of servers - Servers presently housed in LTC would be virtualized and housed in the Data Center in IT	Cost Savings	TBD	TBD	Committee Review	Director, Information Systems
ESSC's timekeeper in Marina should be linked to TK on main campus so students only need 1 log-in number.	Education	TBD	TBD	Committee Review	Dean of Instructional Planning Director, Information Systems

UPS Battery in Server Room	Operations	$9,800	GF	Planning / Budget – Quote received place holder for FY13/14 IT Budget	Director, Information Systems

4. Distance Learning

Technology Initiatives	Category	Estimated Cost	Funding Source	Status	Leadership
Moodle hosting - Explore Moodle hosting options that can provide a higher level of support and problem solving to better meet the instructional and operational needs of MPC Distance Education and online instruction.	Security (of Student Data), Compliance, Operations	Quotes pending	TBD	Committee Review	Associate Dean of Instructional Technology
Improved integration between Moodle & SIS - Streamline process for automatic enrollment and drops between Moodle and SIS.	Operations	TBD	TBD	Committee Review	Associate Dean of Instructional Technology Director, Information Systems Systems and Programming Manager
Improved Moodle theme - Refine Moodle/MPC Online theme for better usability and modern look/feel.	Operations	TBD	TBD	Committee Review	Associate Dean of Instructional Technology
Additional Software – Camtasia, Photoshop	Education	TBD	TBD	Committee Review	Library Division Chair

5. Enterprise Resource Planning (ERP)

Technology Initiatives	Category	Estimated Cost	Funding Source	Status	Leadership

Develop ERP preparedness strategic plan – As it is becoming increasingly more evident that a new ERP system will need to be implemented sometime in the foreseeable future, this initiative is to develop a plan to prepare for that change.	Education	Staff Time	N/A	Committee Review	Director, Information Systems Systems and Programming Manager Other Dept. Leaders TBD
Meet the implementation timelines of the Student Success Act of 2012 (SB 1456) - Increased IT and Student Services collaboration	Education	TBD	TBD	Committee Review	TBD
Implementation of new Student Financial Services Financial Management Software - Regents or Ellucian	Education	TBD	TBD	Committee Review	TBD
Link SARS to Data Mart	Education	TBD	TBD	Committee Review	TBD
Implementation of a student information database in Supportive Services & Instruction	Education	TBD	TBD	Committee Review	TBD
Wait-list feature of SIS activated	Education	TBD	TBD	Committee Review	TBD
SIS Upgrade to provide data reports for accurate attendance accounting, enrollment mgmt, and scheduling. Integrated management information system. SIS needs to be more user friendly with search options. No options to view reports by division. Must select each individual dept. within the division of which I have 17. Consult DOMS about things that would make SIS easier to use	Education	TBD	TBD	Committee Review	TBD
Financial Aid Office needs an integrated system that coordinates with admission/records and Fiscal Services.	Education	TBD	TBD	Committee Review	TBD
Make sure student payment records, refunds, and class schedules are working properly & current.	Education	TBD	TBD	Committee Review	TBD

Escape software for HR	Education	TBD	TBD	Committee Review	TBD
Student Services systems don't talk to each other, so difficult to give students accurate info. Software that collects data required for "score card". SIS talk to SARS.	Education	TBD	TBD	Committee Review	TBD
Need a DSPS specific database management system.	Education	TBD	TBD	Committee Review	TBD
online appointment making system that works on & off campus without limitations of fire walls	Education	TBD	TBD	Committee Review	TBD
SLO Tracking System. Implement a system for tracking progress toward, and completion of student learning outcomes for MPC courses.	Education	TBD	TBD	Committee Review	
Enrollment management system reporting. Implement a third-party system in addition to SIS to upload, aggregate and synthesize data from SIS on a daily basis for analyzing enrollment capacity, seats available, section needs based on student education plans, FTES produced, FTEF used, faculty load, productivity and year-to-year date specific comparisons leading to efficiencies, enrollment and FTES projections, and trend analysis in a variety of differing scenarios. Solution must allow access to raw data above for use in institutional research.	Education	TBD	TBD	Committee Review	
Facility/resource scheduling and management system. Implement a system to manage scheduling of campus resources and rooms. Should provide a report about facility utilization including days/times, availability, and uncommitted rooms.	Operations	TBD	TBD	Committee Review	

Faculty load history reporting. Implement an automated, online system that supports the workflow between faculty, departments, academic affairs, and HR. System should calculate loads, manage issues of concurrent enrollment, track individual exceptions, and provide reports to appropriate administrators. System should also list adjunct faculty and course enrollments to prioritize approval for student advisement funding.	Operations	TBD	TBD	Committee Review	
Access to Data to support 1-year scheduling. Implement a system/report to compile (synthesized) 1-year (or 2-year) Ed Plan data to support the development of a 1-year schedule. Solution should integrate Ed plans with SIS.	Operations	TBD	TBD	Committee Review	TBD
Job placement tracking system/reporting. Implement a system to manage information about student job placement and completer/leaver survey data. Solution must allow access to raw data above for use in institutional research.	Operations	TBD	TBD	Committee Review	TBD

6. Accessibility / Communications / Training

Technology Initiatives	Category	Estimated Cost	Funding Source	Status	Leadership
Helpdesk (software) and phone support – This initiative would be designed to enhance support to the end-user and to provide reporting capabilities for IT management.	Operations	Staff Time and TBD for software costs	GF	Committee Review	Director, Information Systems
Hosted Student Email Solution - This initiative would be aligned with Guiding Principle #1 to provide students enhanced features as compared to the present server in-house solution. Examples of this are Live@Edu and Gmail for education. This initiative would also be aligned with Guiding Principle #4 as it would reduce the in-house hardware and IT support required to maintain.	Education, Cost Savings	Staff Time (Possible Consulting Costs – TBD)	TBD	Committee Review	Director, Information Systems

Technology Initiatives	Category	Estimated Cost	Funding Source	Status	Leadership
Provide Trainings from IT Staff – This would be "brown bag" trainings open to staff and faculty. The topics could include any of the systems supported by the IT and Media Services Departments	Operations	Staff Time	N/A	Committee Review	Director, Information Systems
Video Hosting Platform - Establish a common and preferred video hosting platform and support process (including process/oversight for ensuring compliance) for faculty wishing to post online videos for instructional use. Use already available solutions such as You Tube as part of the comparison and evaluation process.	Compliance, Education	Unknown	TBD	Committee Review	Associate Dean of Instructional Technology Director, Information Systems
Scheduling /booking software (Office Track replacement)	Education	TBD	TBD	Committee Review	Library Division Chair
Support in Marina	Education	TBD	TBD	Committee Review	Dean of Instructional Planning
Voyager Software policy and plan The desire is that this solution would be attached to our student database. The amount of money owed by a student is known by the registration database and can be collected by A&R.	Education	TBD	TBD	Committee Review	Library Division Chair

Appendix A Hardware and Software Inventory **(Inventory in progress)**

Hardware Inventory

1. PC's and Macs

English & Study Skills Center, Reading Center and Academic Support Center Client Computers
April 2013

Location	Specific Location	Model Name and Number	Processor	# of Units	Age
LTC	Academic Support Center Office	HP t5740e Thin Client	Atom N280	1	2
LTC	English & Study Skills Center	Optiplex 380	Pentium R Dual Core E5300	1	2.8
LTC	English & Study Skills Center	Dimension 755	Core 2 Duo E6550	76	4.5

LTC	Reading Center	Dimension 755	Core 2 Duo E6550	1	4.5
LTC	Academic Support Center	Dimension 755	Core 2 Duo E6550	1	4.5
LTC	English & Study Skills Center	Dimension 755	Core 2 Duo E6550	6	4.5
LTC	Reading Center	Dimension 9150	Pentium D	13	7
LTC	Reading Center Office	Dimension 9150	Pentium D	2	7
LTC	1st Floor Staff Lounge	Dimension 9150	Pentium D	3	7
LTC	Academic Support Center Office	Dimension 9150	Pentium D	1	7
LTC	Academic Support Center Office	Dimension 9150	Pentium D	1	7
LTC	English & Study Skills Center	Dimension 8250	Pentium 4	1	10
LTC	English & Study Skills Center	Dimension 8250	Pentium 4	1	10
LTC	English & Study Skills Center	Dimension 8250	Pentium 4	7	10
LTC	English & Study Skills Center	Dimension 8250	Pentium 4	1	10

2. Servers

3. Network Equipment

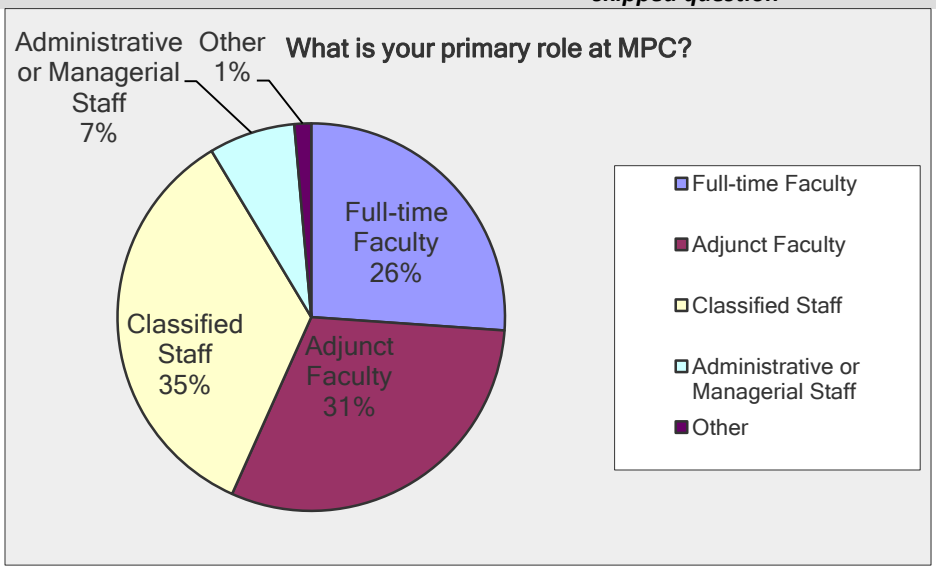
4. AV Equipment

Software Inventory **(Inventory in Progress)**

Appendix C: Technology Needs and Satisfaction Survey 2013

Technology Needs and Satisfaction Survey 2013

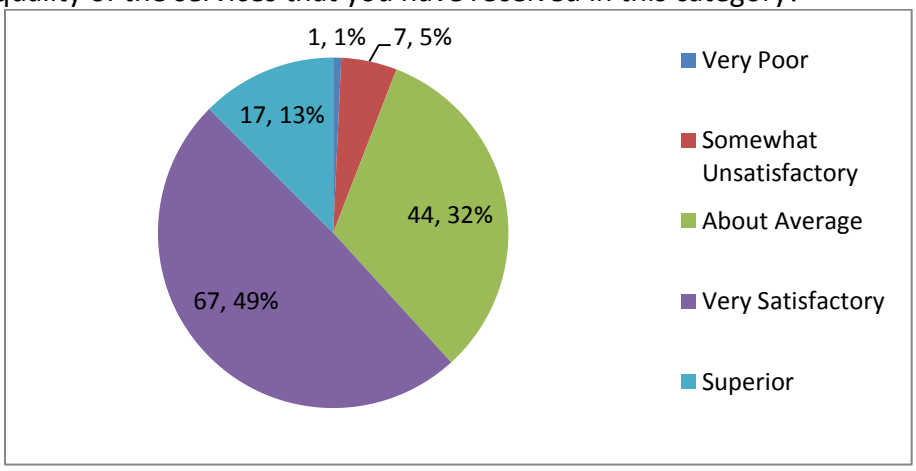
What is your primary role at MPC?		
Answer Options	**Response Percent**	**Response Count**
Full-time Faculty	26.1%	58
Adjunct Faculty	30.6%	68
Classified Staff	34.7%	77
Administrative or Managerial Staff	7.2%	16
Other	1.4%	3
Other (please specify)		5
	answered question	**222**
	skipped question	**0**



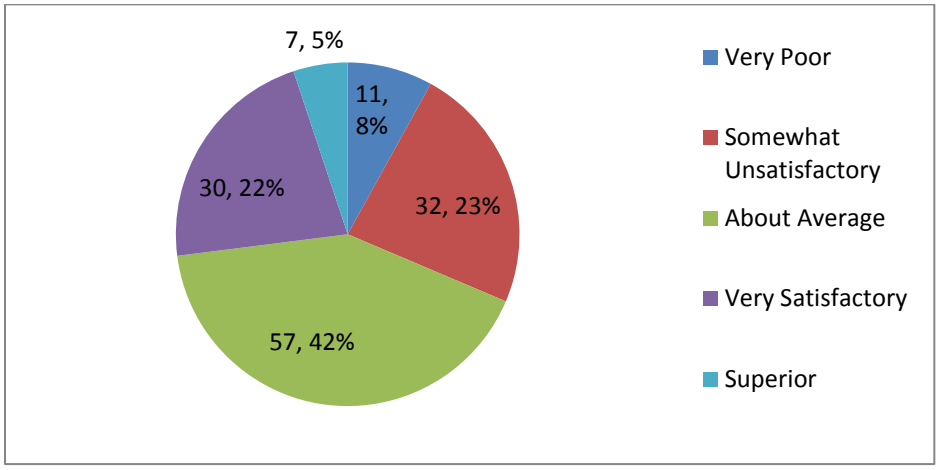
222 People took the time to participate in the survey!
Thank You for the Technology Committee
The next pages are the results and comments from the survey

Category: PC and Desktop Application Support

What is the quality of the services that you have received in this category?

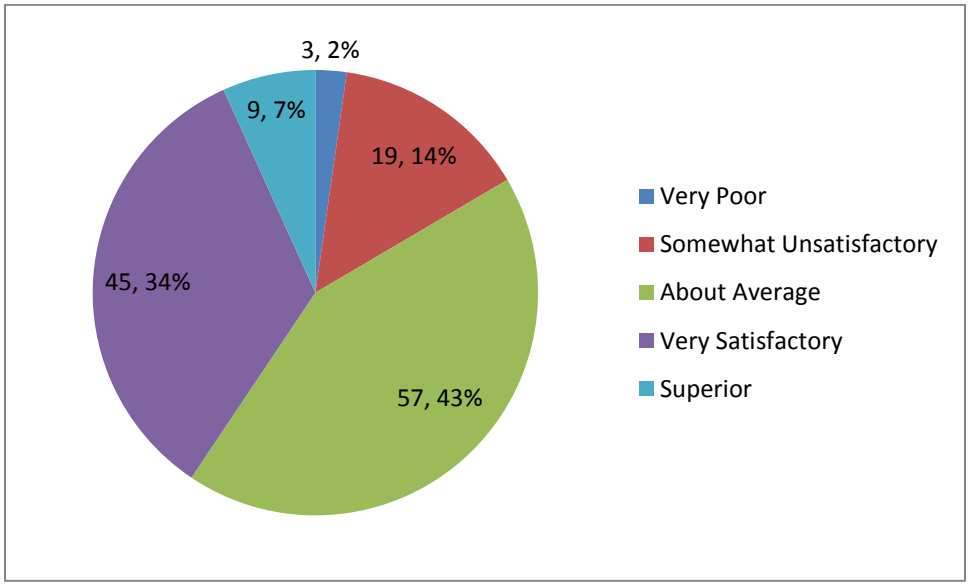


What is the quality of the equipment in this category?

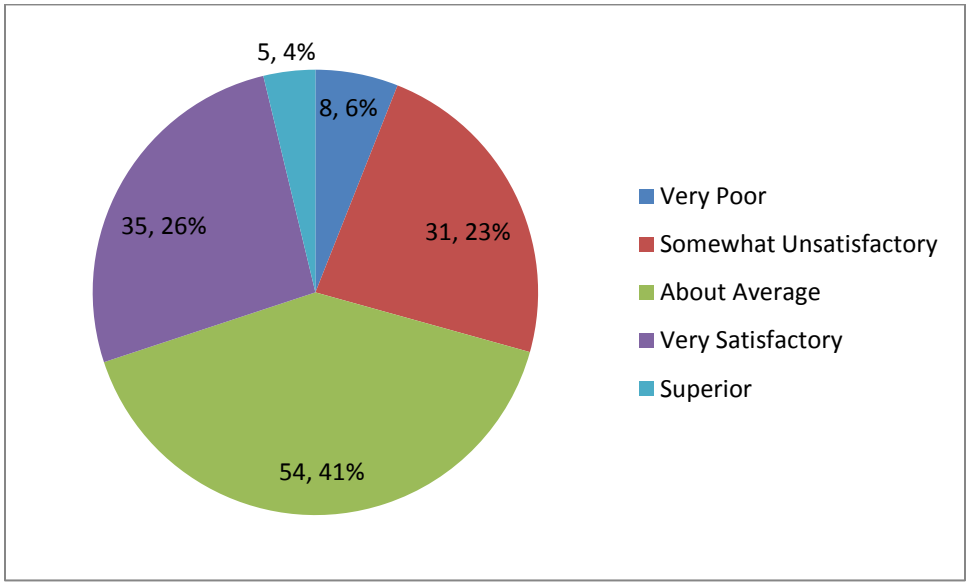


Category: Network Systems Support and Services

What is the quality of the services that you have received in this category?

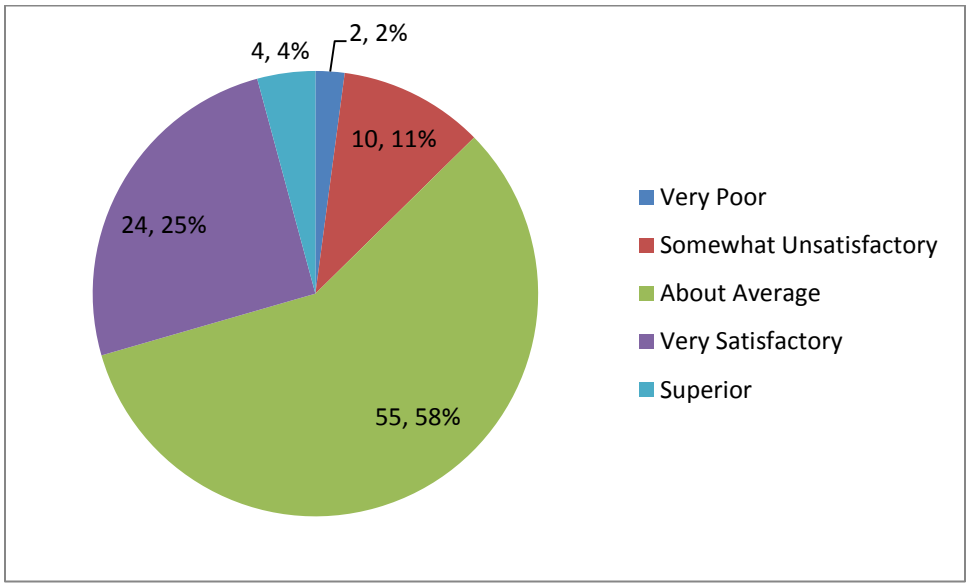


What is the quality of the systems performance in this category?

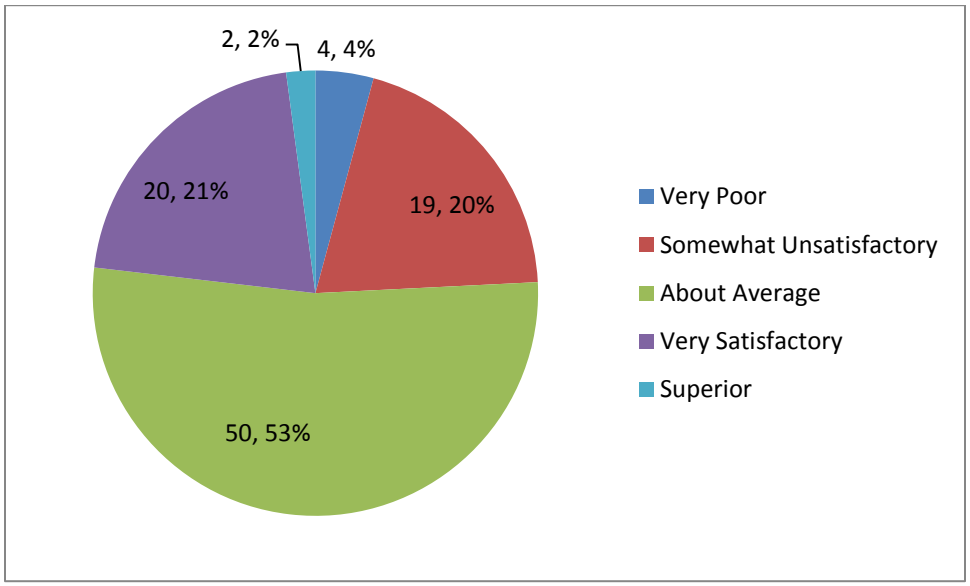


Category: Programming Support and Services

What is the quality of the services that you have received in this category?

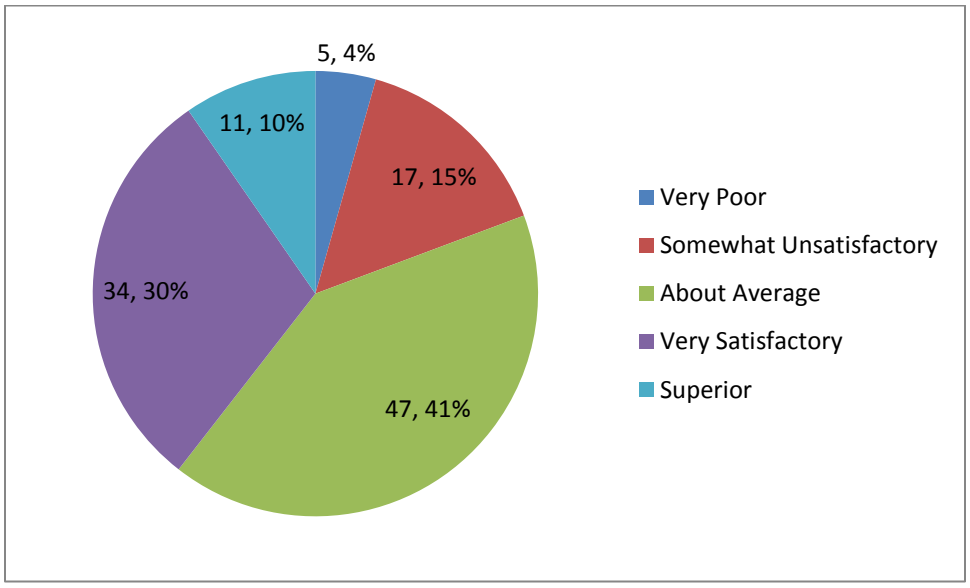


What is the quality of the systems performance in this category?

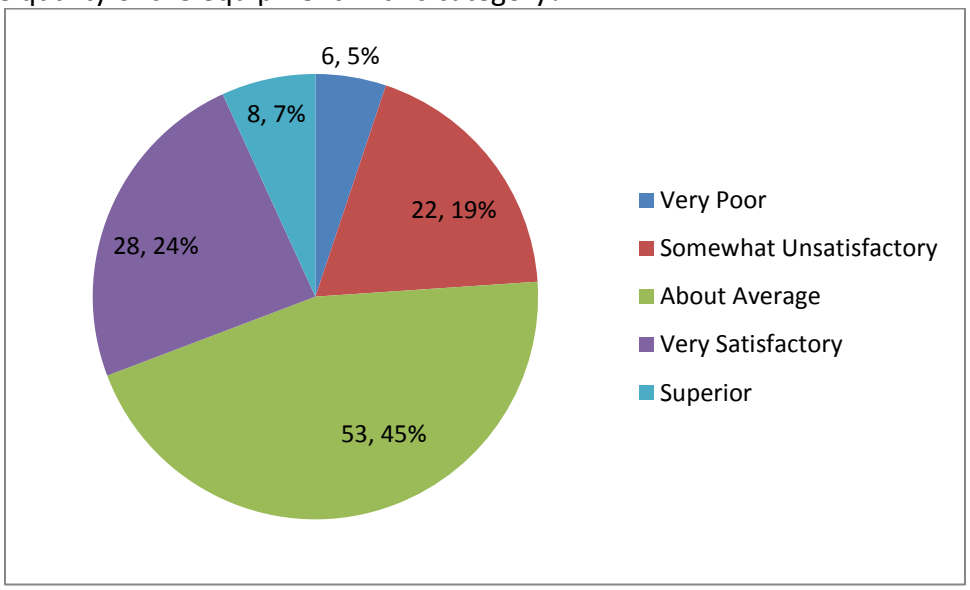


Category: Media Support and Services

What is the quality of services that you have received in this category?



What is the quality of the equipment in this category?



Technology Needs and Satisfaction Survey 2013
Comments

(Note: The comments below are also from the Academic Senate Technology Discussions)

Miscellaneous

	Initiatives
SIS	SIS Upgrade to provide data reports for accurate attendance accounting, enrollment mgmt, and scheduling. Integrated management information system. SIS needs to be more user friendly with search options. No options to view reports by division. Must select each individual dept. within the division of which I have 17. Consult DOMS about things that would make SIS easier to use. 4
SIS	integrated SIS. 4
System Software	Financial Aid Office needs an integrated system that coordinates with admission/records and Fiscal Services.
System Software	Make sure student payment records, refunds, and class schedules are working properly & current.
System Software	Escape software for HR
System Software	Student Services systems don't talk to each other, so difficult to give students accurate info. Software that collects data required for "score card". SIS talk to SARS. 4 - Link SARS to Datamart to properly count # of students seen. - Let students connect to E-SARS off campus.
System Software	Need a DSPS specific database management system.
System Software	online appointment making system that works on & off campus without limitations of fire walls
Network	Need consistent network. network sluggish occasionally. network stability. better reliability needed in network, phones, servers. Address downtime issues & slow Internet response. Stability critical for thin clients. 9 - Insufficient testing of upgrades and patches. Unanticipated but predictable issues cause lots of trouble.
Network	Reliable remote connections. Look into another method for remote connections that will work on other machines/operating systems. 2
Network	Move from Microsoft servers to Unix.
Network	Move away from campus-supported Microsoft email to Google Mail and associated apps
Network	More network storage campus-wide. 2
Network	Invest in updated infrastructure to accommodate new equipment/software.
All is good	I don't have any problems. 12
Marina	Marina laptops don't work well. Set it up like BMC computer labs. Tech refreshment and funding for Marina. Support in Marina. 5
Marina	ESSC's timekeeper in Marina should be linked to TK on main campus so students only need 1 log-in number.
Marina	Laptop availability in Marina occasionally a problem for ESSC. As we grow, may get worse. - Access to computers/laptops is scare in Marina. Set up a day or 2 to work off the main campus?

Software	CSIS software costs are too much: PhotoShop, DreamWeaver, Flash. 2
IT	IT folks are great. Respond fairly quicly considering how few there are.
IT	college's IT tech staff is effective, though often not timely.
IT	better communication and response from IT. 2 - Communication with IT is difficult. 3
IT	Hire people who really know what is going on in networking world.
IT	Not customer oriented. 2
IT	Understaffed & overworked. Outsource. Google Apps. Gmail.
IT	Needs strong leadership. 4
IT	Saves a lot of money by using Santa Rosa and Moodle rather than Banner and Blackboard
Lab techs	Unnamed division, lab needs a lab tech. 2 - Lab support needed in Student Services - TRIO learning center needs tech help - Technician needed at Marina. - Decentralized IT structure, with many division technicians, may be inefficient.
Lab techs	local, available, knowledgeable tech support (by division) is good and key to lab success. 5
Printer	Should be a printer in the print shop to print an original before making copies
Printer	Unnamed department needs a color printer.
Availability	computer labs: better hours. More evening and weekend time. Keep library open more. 3
Availability	more access to networked classrooms to bring students into at various times.
Availability	Remove limitations on student access to technology (no details provided.)
Survey	Thanks for having the survey. - Repeat this survey every semester
Communication	provide IT staff training to help communication. Or an assigned liaison to each user group (student, faculty, staff) who can communicate effectively with patience. 2
Communication	Improve communication between Instructional Technology and Campus Technology. 2
Communication	Communication with IT department has improved with emails regarding phone #s, contacts, etc…
Communication	Communicate & demonstrate your services. E.g. College Success Resources for Facilty is great, but not well known.
Plan	Don't make big decisions without input from non-IT staff who will be affected by the change - End-user issues should be main concern and driving force. - Shared governance. Faculty/staff/student inclusion in decision making and major milestones. 2 - usability studies
Plan	Develop good technology plan. Be realistic about needs. Long term goals so we don't need to band-aid things. 2
Plan	Better communication and planning. Don't force technology that doesn't fit instructional needs
Plan	Make sure the low-tech works, and then work on more high-tech applications
Plan	MPC lacks communication and clarity about responsibilities for computer technology.

Plan	Empower the tech committee to prioritize recommendations for the survey topics from question #2. publish, plan, execute.
Standardize	Standardize equipment. 2
Phone	A phone needs to be put in IC-103
Phone	We need to electronically notify students via their smart phones
Phone	Automated Cisco phone systems need updating.
Phone	need improved phone services. PSTC phone service is not good.
Ipad	ipad app integration. Ipad integration. 2
Security	on-campus security call boxes
Testing	require usability testing
Downtime	"system" being down in January was very difficult. (what system? Not specified.)
ASL	ASL needs a lab for students to record their signing skills. 2
Copiers	more copiers for students
Backup	Ensure all data from faculty computers is backed up regularly for all computer users PC & Mac.
Kurzweil	put Kurzweil program on every LTC computer.
Curricunet	Curricunet is confusing.
ESSC	ESSC login program is old-fashioned and clunky.
Evaluation	Student evaluation of online classes not working, low response rate
Student Services	Student Services needs help dealing with 3rd party vendors like FAMS. Better IT communication and/or a dedicated technician for Student Services.
Video	Support Video Conferencing
POTS	POTS line in every department/building.
Transcripts	Make 400-level classes show up on transcripts.

Miscellaneous

	Initiatives
ADD	Make sure all MPC websites are ADD compliant
Faculty web page	Faculty should have own personalized website, like we had with mpcfaculty.net
Classes	Our division needs more online classes Response: Talk to your Division chair, the head of the Distance Ed Committee, and the Associate Dean of Instructional Technology and Distance Education.
Platform	Use Blackboard instead so we have same platform as CSUs. Use blackbord, or webct or ecomons. 2
Platform	better online services for courses. Mpconline and mympc systems are inadequate, unfriendly. Instructors need easy, accessible, commonsensical web pages for on-line or net-supported courses. 2
Training	Get someone with online/instructional experience to help faculty with technology & instruction. Response: MPC hired just such a person as the Associate Dean of Instructional Technology and Distance Education, Jon Knolle

courses	Expand online courses
services	Expand on-line academic services
message boards	Separate message boards for students and faculty/staff.
mobile	Make our website usable on mobile devices, campus map app. Mobile app to check financial aid status, register for classes, campus safety notices, etc….. Mobile access. 4
Platform	Students and teachers want simple, consistent solution, not multiple, separate systems like ClassSites, MPCOnline and mpcfaculty.net.
mpcfaculty.net	mpcfaculty.net software is difficult to use and keeps changing. Many still use it.

Wireless

Initiatives
Make our wireless easy like at every coffee shop. 7
Security. Make it secure. 2
Secure logins to allow access to MPC printers, email.
Not working consistently. Make it work reliably. Too busy. Down a lot. Too few slots available. Slow when many simultaneous users. 12
Trend: students are doing their work on smart phones. Support student devices better.
Make it good enough for academic use where needed.
Wireless everywhere, please. Or at least where I am. Art AC & AS, Theater/Costume shop, TRIO, swing space. Strong access in every building on campus. Campus-wide wifi. Extend to lecture forums, our largest teaching area. 16

Refresh

Initiatives
Need refresh. Campus PCs are slow. Need a full tech refresh plan: thin clients, bring-your-own-devices, cloud computing, …. Include staff computers. Cascade doesn't work. Refreshment funds should be a line item in the budget. Many computers have died & not been replaced. Computers in upstairs library faculty room too slow to use. Need current inventory with details on dates purchased, repair history, network problems. More RAM and SSDs may be cheap way to get more speed. Buy inexpensive computers: $250 not $1000. 70
Computers that are reasonably fast, particulary in smart classrooms. 2
B&T needs some faster computers for running virtual machines
Software needs refresh too. 4
MPC laptops need updating.
Cumbersome, sometimes takes 5-10 minutes to logon. Waste of faculty time.

HelpDesk / Support

	Initiative
HelpDesk	Tracking & communication of issues sent to networkSupport, onlineHelp, phone calls, etc…. Some acknowledgement, timetable, queue, something, helpdesk software. A Ticketing system. Centralized helpdesk to cover all IT needs instead of different email groups. 8

HelpDesk	Improved Help desk a. for students including for BYOD, distance ed, first day, financial aid, registration, email, mpconline, class sites, etc…. 6 b. Have someone available in a moment's notice at all times to resolve student computer issues. c. Helpdesk for students via phone and face-to-face and evenings and weekends. 2 d. A phone line to call for help, not email. For students and faculty/staff. Staffed with helpful techies oriented to customer service ideals. 4 e. Need permanently staffed help desk for website/online/general. Immediate help is hard to find for students/faculty/staff. 4
HelpDesk	Need classroom instructional technology support in the evenings.
HelpDesk	Several students have said it is difficult to get a response via phone or email from tech services. Maybe true, or maybe students evading responsibilty for not completing work.
HelpDesk	MPC laptops in class. Helpdesk for problems would be nice. Networked PCs woud be better.
HelpDesk	Customer support (IT staff) needs to be more user friendly to all including students
Support	Support students using/bringing their own laptops, tablets, smart phones.
Support	MPC has increased reliance on technology, but not increased support. Many servicse have been put online, but no support is added. Students to go library and ESSC for help for registration, financial aid, MPCOnline, email. Techs around campus are assisting, but these are strained resources. - Students call financial aid office because other departments cannot be reached or don't answer their phones. 2
Support	More tech support people. Better support. Increase IT staff to be able to cover MPC, Seaside, Marina. 4
Support	Computers going down. Need computers that are actually working. 2
Support	Hard to get computer repaired in T 800. Eventually keyboard replaced.
Coordination	Greater coordination between administrative and divisional computer/technology support
assistance	We need a formal process for getting assistance with special projects. It feels like a favor to get help with academic projects on non i-learn issues.
not working	Make internet/phone lines in conference rooms ALL function, not just 1 of them or at least mark the actually working one so we don't have to play "find the internet"
not working	Sometimes difficult to connect to printers in staff lounge of reading center.
myDocuments	Can't always access MyDocuments folder from different computers, particularly Marina. Reduce # of sync issues for classroom-to-campus-account. 2

Training

Initiatives
Training and support for Moodle for online & face-to-face class use. 4
Intensitve targeted training for our standard hardware/software, including smart classroom equipment. If not instructor-led, computer based. 6

workshop explaining webreg, online classes, mpc mail for faculty & staff. How to update MPC faculty page, upload documents, change content. How to use PhotoShop, Excel, make better PowerPoints. 2 - Basic how-to sessions during flex days: Outlook (basic & advanced), mpconline. Explain Knighthawk and how to use effectively.
Basic skills training for students
Each department should have an upgrade specialist for educating faculty/staff nearly one-on-one. Result would be capable staff & faculty who can solve unexpected problems, freeing IT. 2 - Train faculty to troubleshoot common issues. Not practical to chase down a lab tech when a student laptop doesn't work.
A tech workshop each semester for students to learn to navigate their online classes & resources
Students need social media services (a desired skill in the business world), beginning computer skills (more basic than word or windows) and web publishing.

Smart Classrooms

Initiatives
Smart classrooms lack consistency. Makes teaching in different rooms difficult. Some remotes don't work. Many have broken doc readers, bulbs go out, DVD players not working, or other problems. Need clearly written directions. Need reliable, fluid classroom computer use. 11 - Classes, particularly tech classes, need to be provided with necessary equipment.
Poor visibility of overhead projector screens. 2
Every smart classroom needs whiteboard space. Move projection screens out of the way of whiteboards.
More smart classrooms - Make Speech Lab a smart classroom.
Respond to instructor needs. E.g. took 4 class sessions before flourescent bulbs removed that prevented seeing the screen. They were put back in the next day. Large stack of bulbs remains in T 800 even though they could be a danger.
Life Science presentation equipment not working reliably. 3
Overall smart classroom support not clear.

Computers

	Initiatives
Updates	Staff computers: lack of administrative priviliges is a real barrier. Let us update our own software. Smart classroom too. Perhaps have more people with admin rights to add/update software on individual computers. Would be great to install updates like Adobe without having to have IT do it. 7 - Give teachers admin rights on lab computers to relieve the burden from IT staff and lab techs.
Updates	Regularly updated software on all computers so no messages saying Adobe or IE or something needs an update before it will work. 2
Updates	Classroom computers may not have common software (e.g. quicktime, flash player)
Updates	All staff computers need update of MS Office & IE. Get every computer on latest MS Office. 2

Macs	Official campus support for the 50+ Mac computers in Life Sciences. - Mac computers as an option for faculty would be good.
Need	Costume shop in Theater needs a computer.
Need	ASC needs more computers for CSIS tutoring. 2
Need	Lack of computers/printers for adjunct use. 2
More	More available computers/laptops to work with in class.
More	More computers available for students. Not enough student use computers. 3 - LTC should be open more hours for computer access.
More	An additional computer lab for BMC.
Need	Allow faculty access to laptops, especially if teach online.
Software	Make easily available updates on software like Word for instructors who use their own computers at home.

WebReg

Initiatives
Santa Rosa SIS coalition is nearly gone. We need to find another solution.
Need waiting list for classes. 4
WebReg is frequently busy and not available at registration time.
Print student names on class schedule to help enrollment verification for getting library card.
Figuring out student IDs is difficult because students don't remember which email address they used
Email to all students from WebReg is not working.

Library Databases

Initiatives
Database does not supply full text articles.
Ancestry database was valuable but now gone.
Difficult to navigate and not as user friendly as desired.

Appendix D: IT Staffing Action Plan

IT Staffing Action Plan

IT (Dept 0912) Networks & Technology Action Plan Activities - 2013/14			
*Submitted to Stephen Ma on April 10 Description of Activity/Plan	Meets Component Goal #.	Item(s) Requested	Total Amount
1. Create a Network Operations Manager position. This position would work directly with the Director, IS to address the level of strategic planning, process control and oversight that is currently not in place. This position would also directly fill the volume of work gaps and would be expected to have Network Administrator technical skillsets in the areas of Cisco Networking and Windows Active Directory best practices. Part of the justification of this position is the extensive use of overtime currently in place. Here are the OT expense for Fiscal Year 10/11 and 11/12: **FY 11-12 OT including payroll related benefits totaled $143,319** ($129,354 plus payroll related benefits of $13,965) **FY 10-11 OT including payroll related benefits totaled $129,992** ($117,522 plus payroll related benefits of $12,470) This position would address the current reliance on overtime by assigning work to Network Engineers, with project management steps in place.	Technology	**Create Network Operations Manager Position.** This position would be on the same salary and benefits schedule as the current Systems and Programming Manager	TBD - Reduction in Overtime to the annually budgeted Amount ($10K) would be make this position budget neutral or even shows a savings.
2. Programmer / Analyst – (Fill Additional Position) This would be the same job description that is currently filled by 2 IT staff. However, the desired skillset would be very strong in SQL. Experience working with Oracle technologies would be highly desirable. The need for this position is based on current volume of work and anticipating a need to go to a new Education Resource Planning (ERP) system in the future.	Technology	Increase Programmer / Analyst staff by 1	TBD

3. **IT Technician – (Fill Additional Position)** This would be the same job description that is currently filled by 2 IT staff. The need for this position is based on current volume of work and will enhance consistent technical support to the Marina and Seaside Centers.	Technology	Increase IT Technician Staff by 1	TBD

E: Lab Technician Specific Areas of Support

Division/Programs & Institutes/Academics	Number of Techs	Lab Tech Responsibilities	Number of Classrooms/ Labs	Total Managed Computers
Business & Technology Instructional Technology Specialist	2	Maintain: 50 computers in 2 labs used both as classrooms and open computer labs. 50 computers in the Business Skills Center, a closed lab where students take self-paced classes under supervision. 3 smart classrooms with a computer in each. 25 laptops spread among the smart classrooms for use in class. Duties include: • Put software on the computers each semester; • Fix broken computers; • Assist students with any technical issues they have from using our computers to using an online class site; • Assisting teachers	3/3	128
Creative Arts	1			
Fire Academy/Fire Technology	IT Support Techs			
Humanities Instructional Technology Specialist	1 (shared with Social Science)	• Maintains 18 classroom computers, 27 staff computers, 51 ESL Lab computers, 1 server, the audio/visual equipment, printers, scanners and any specialized software; • Responsible for configuring, updating, installing, troubleshooting, repairing and re-imaging these computers; • Responsible for testing any new software that instructors need for the semester, provide technical support for instructors & students related to issues with our computers and assists instructors & students in the ESL	18/1	96

English & Study Skills Center; Reading Center; Academic Support Center	1	Lab; • Student password resets		
Law Enforcement Academy	IT Support Techs			
Library Technology Center Library Systems Technology Coordinator	1	• Tasked with maintaining of several physical as well as virtual servers that are located in the LTC as well as the software that is running on them; • Tasked with Instructional Technology Specialist in maintaining over 100 lab computers on the 2nd and 3rd floors of the LTC; • Technical support for students when they have questions with any software that is installed on our lab computers; • Tasked with maintaining, configuring and upgrading the GoPrint printing software and equipment that allows student to pay to print on the 1st, 2nd and 3rd floors of the LTC; • Monitor, maintain and run usage reports on the Cybrarian system that allows students to access the PCs in the library; • Work with the Netvu Observer software that controls and records video from the security cameras located in the LTC; • Run reports on the Voyager ILS and do limited troubleshooting with the system; • With Instructional Technology Specialist, we are alerted if there is a technical issue on either the staff or student side of our network. We try to resolve any issue that comes up and if we are unable to resolve an issue we try to get all relevant information and then forward that information up to IT Department.		100

Instructional Technology Specialist	1	• Maintain over 100 lab computers on the 2nd and 3rd floors of the LTC; • Technical support for students when they have questions with any software that is installed on our lab computers; • With Instructional Technology Specialist, we are alerted if there is a technical issue on either the staff or student side of our network. We try to resolve any issue that comes up and if we are unable to resolve an issue we try to get all relevant information and then forward that information up to IT Department.		
Life Science Lab Manager	2	• 70% life science related duties and 30% technology support; • Maintains all of the computers in the Life Science building; 57 Mac laptops and desktops for students and instructors, and 35 PC laptops and desktops for students and instructors; • Responsible for updating, configuring, installing, troubleshooting, and re-imaging these computers; • Maintains both software and hardware, as well as maintaining 11 printers, a Mac server, and working to troubleshoot A/V equipment for Life Science and Family and Consumer Science		92
CAD Lab Instructional Technician	1	• 16-hour/week Instructional Technology Specialist for the CAD Lab; • Duties are to install, configure, maintain, and re-image the 26 PC desktops in the CAD Lab and the 4 PCs in Family and Consumer Science; • Also supports the computers in Automotive Technology and helps with PCs in the Life Science Building; • The ITS-CAD Lab person		30

		maintains the plotter, printers, and A/V equipment in the CAD Lab as well.		
Marina Campus	IT Support Techs			
Maurine Church Coburn School of Nursing	1	Maintain, create images, troubleshoot, install software for the following: 22 computers in computer lab 17 Staff computers 3 smart classrooms. 4 simulators in the nursing simlab.	3/2	46
Physical Education	IT Support Techs			
Physical Science Math Learning Center Physics Lab Tech Chemistry	 1 1 1			
Social Science Instructional Technology Specialist:	1 (shared with Humanities)	• Maintains 7 classroom computers, the audio/visual equipment, printers, scanners and any specialized software; • Responsible for configuring, updating, installing, troubleshooting, repairing and re-imaging computers; • Responsible for testing any new software that instructors need for the semester, provide technical support for instructors & students related to issues with our computers.	7/0	
Student Services ACT Lab; CAI Lab Currently no Lab Tech. Alternate Media Specialist is assisting with support	1	In addition to full time faculty duties, the Alternate Media Specialist serves as the de facto lab technician- supporting two labs with 34 desktops, 5 iPads, and 2 laptops. Responsibilities include: • Installation, configuration, and maintenance of the hardware, software, server, network, and internal website; The labs also serve as the Alternate Media Production Center for the campus. Duties also include: • Implements and maintains the	0/2	41

Upward Bound; Testing Center; Career/Transfer Resource Center; ASMPC; A&R Lobby; Student Services Hallways; International Student Programs	IT Support Techs	scanning and digital conversion process, while supervising a part time Instructional Specialist		