

Districtwide Information Technology Plan 2001 - 2002

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I. Overview

The primary focus of technology in the District is to provide:

- Access to education and training to the student community
- Quality administrative, learning and teaching technologies to meet the mission of the district and two colleges.

The Information Technology Plan identifies major information systems and technology goals for Grossmont College, Cuyamaca College and the District Office. The plan encompasses the development, management, operation, maintenance, and evaluation of the infrastructure, administrative information systems, programming, web management, organization and staffing.

This plan is developed in concert with the college technology plans. This plan represents a consensus that facilitates maximization of institutional benefits in pursuit of common and individual college goals.

II. Background

Today's accelerated pace of change in technology developments, advancements, and capabilities have served to place increasing expectations on the educational system. At the same time, critical issues related to access, governance, funding, resource allocation, training, maintenance and technical support have arisen that must be addressed. The district is driven by these factors as well as:

- Increasing growth in campus use of technology by students, faculty, and staff;
- Expanding technology-based instructional course offerings;
- Burgeoning dependency on the Internet and intranets in local society and the world economy;
- Unceasing demands for technology, technical support and assistance;
- Growing demands upon the student-instructional administrative information system;
- Demand for ubiquitous web access to data by students, faculty and staff;
- Emergence of high-speed data communication into homes, businesses and educational institutions;
- Multimedia technologies, multiple and hybrid modes of distance education, and conventional/IP-based video conferencing;
- Merging of data, voice, and video/audio over various communications technologies and transmission media: landline, cable, fiber optics, satellite, and wireless.

III. District Vision, Mission and Strategy

The District's vision is that every student who succeeds at Grossmont or Cuyamaca College will have the intellectual knowledge and workforce skills necessary to meet the competitive challenges of a global economy.

The mission of the Grossmont-Cuyamaca Community College District is to provide educational leadership through learning opportunities that anticipate, prepare for, and meet the future challenges of a complex democracy and a global society.

The Way Forward serves as a guidepost as the District moves forward with technology. The five principals of The Way Forward are:

Unity
Standardization
Alignment
Funding
Facilities

Using these principles, the district seeks to create a supportive learning environment that encourages innovation, responds to unique challenges, and builds on proven successes. Technology is used to enhance the learning environment and to improve activities, processes and structures. The district implements a broad-based, integrated system of research, evaluation and planning to assess and improve institutional effectiveness.

IV. Relationship of District-Wide and College Technology Plans

There is a division of responsibilities among the Information Systems Department, a districtwide function, and the Grossmont College and Cuyamaca College instructional computing services departments. Each of these is charged with creation of a plan for technology. These plans do not overlap but rather help to ensure that the computing functions throughout the district work in concert.

The Information Systems Department (IS) is responsible for technology planning and standards for the entire technology infrastructure, and for administrative information systems. IS has direct responsibility for: electronic mail, Internet access, dial-up access, telephone system and voice mail, network, the standard suite of desktop software, operation and maintenance of all District servers, computer installation and repair, telecommunications

circuits, web hosting, distance ed hosting, programming, systems and database administration, computer operations and the Help Desk.

Information Systems works with the two colleges in providing planning for goals, yearly objectives and standards for technology infrastructure for staff development, human resources, desktop PCs, printers, scanners for student labs, faculty and staff, and web presence. IS also supports instructional computing planning by working to develop recommendations for standards for classroom and distance education and providing the appropriate technology infrastructure.

These responsibilities are summarized in the table on the following page.

Component	District- Wide	Grossmont	Cuyamaca	District Office/IS
TECHNOLOGY AND INFRASTRUCTURE				
Staff Development				
Goals		X	X	X
Yearly Objectives		X	X	X
Standards		X	X	X
Human Resources				
Goals		X	X	X
Yearly objectives		X	X	X
Standards		X	X	X
Network-servers, routers, switches, Internet, satellite, video conferencing, document imaging...				
Goals	X			
Yearly objectives	X			
Standards	X			
Desktop PCs, printers, scanners - students, faculty, staff				
Goals		X	X	X
Yearly objectives		X	X	X
Standards	X	X	X	X
ADMINISTRATIVE INFORMATION SYSTEMS				
Goals	X			
Yearly objectives	X			
Standards	X			
INSTRUCTIONAL COMPUTING				
Classroom				
Goals		X	X	
Yearly objectives		X	X	
Standards	X	X	X	
Distance Education				
Goals		X	X	
Yearly objectives		X	X	
Standards	X	X	X	
WEB PRESENCE				
Goals	X	X	X	X
Yearly objectives	X	X	X	X
Standards	X	X	X	X

V. Governance

Below are the descriptions of the two technology advisory committees that report to the Chancellor's Cabinet and the District-Wide Executive Council and are integral components of the District Governance Structure. These descriptions define the charge, chair, composition and meeting schedules. These two subcommittees are the Administrative Technology Advisory Committee (ATAC) and the Instructional Computing Advisory Committee (ICAC).

Administrative Technology Advisory Committee (ATAC)

The Administrative Technology Advisory Committee (ATAC) provides recommendations for policies, operational enhancements, allocation of resources, and priorities and assists in the development of the Information Technology Plan for administrative information systems. The areas of responsibility for IS and for such recommendations include all administrative computing functions: the student record system, financial system, human resources system, financial aid system, library information system, administrative systems web content, and training on administrative systems and desktop software.

Charge

1. Provide recommendations to the Chancellor's Cabinet concerning strategic policies and directions for administrative information systems.
2. Provide recommendations to the Information Systems Department regarding operational priorities and system enhancements.
3. Recommend policies and priorities related to the selection, implementation, and operation of administrative information systems.
4. Assist in the development of the Information Technology Plan for administrative information systems.
5. Provide communication and administrative information system status reporting to constituent groups and existing councils and committees.
6. Coordinate the work of specially appointed Task Groups as required.
7. Recommend allocation of Information System Department resources to specific projects.

Chair

Senior Director, Information Systems

Composition

Cuyamaca College representatives appointed by College President
Grossmont College representatives appointed by College President
Vice Chancellor-Business Services and appointed representatives
Vice Chancellor-Human Resources & Administrative Services and appointed representatives

Meeting Schedule

Third Friday of each month.

Instructional Computing Advisory Committee (ICAC)

The Instructional Computing Advisory Committee (ICAC) provides recommendations concerning the application of technology for instructional programs, instructional computing support, acquisition of new instructional software and hardware, and related areas supporting instruction. The colleges have been assigned responsibility for the development of instructional software, supervision of computer labs, training for faculty, planning for instructional computing, and for instructional web content.

Charge

1. Provide recommendations to the Chancellor's Cabinet concerning the application of technology for instructional programs.
2. Recommend standards and procedures for the implementation of instructional technology throughout the District.
3. Recommend priorities to the Information Systems Department for instructional computing support.
4. Recommend standards for the acquisition of new instructional software and hardware.
5. Establish ad hoc committees to focus on specific topics as required: Internet, network, standards and procedures, computing ethics, software licensing.

Chair

The Chair is selected by the group, and alternates between the two colleges.

Composition

Senior Director, Information Systems
Representatives of the two college instructional computing committees
Cuyamaca College representative appointed by College President
Grossmont College representative appointed by College President
Cuyamaca College Academic Senate representative
Grossmont College Academic Senate representative
Information Systems staff, as required

Meeting Schedule

As required, typically monthly during the academic year.

VI. Goals

The three major areas of technology in the District are Instruction, Administration, and Technology Infrastructure/Support Services. The goals for each area are:

A. Instructional Computing Goals

- A1- Support the integration of technology into instruction**
- A2- Support the application of technology for distance education**

B. Administrative Information Systems Goals

- B1- Provide student centered services**
- B2- Provide web-based services for students, faculty, staff and the public**
- B3- Provide appropriate services for administrative operations**

C. Technology Infrastructure and Support Services Goals

- C1- Maintain technology infrastructure functionality, reliability and performance**
- C2- Meet the growing demand for support services**

VII. Technology Plan Objectives - 2001 - 2002

A. Instructional Computing

A.1 Objectives for- Integration of Technology into Instruction

1. Provide and coordinate demonstrations, evaluations and possible pilot(s) of Computer lab control and monitoring systems, which consist of both hardware and software solutions. The process may establish a standard hardware and/or software solution for the colleges.
2. Facilitate evaluation and implementation of a standard grade book application for faculty. Two grade book applications are being used at the colleges. They will be demonstrated and evaluated for possible standardization by the colleges and support by the District Office.
3. Provide assistance and leadership in implementing the TCO model and Tech II defined minimum technology access for all students and faculty.

A.2 Objectives for- Integration of Technology for Distance Learning

1. Provide assistance in planning for technology to support distance learning. The expansion of the use of distance learning approach to the delivery of curriculum requires careful planning of technology and staffing support resources.
2. Implement BlackBoard which is a course management system, offering course and content authoring tools, an assessment engine, synchronous and asynchronous collaboration tools, and other features.
3. Support the implementation and operation of distance learning software-WebCT and BlackBoard.
4. Assist with pilot projects for distance learning course development applications.
5. Provide technology support tools for faculty-developed distance learning courses.
6. Assist in the evaluation of third-party distance learning courses from publishers and vendors

For existing standards maintained by the District see Appendix 1 for Instructional Computing Standards.

B. Administrative Information Systems

B.1 Objectives for- Student Centered Services

1. Select and begin implementation of a new student-instructional system. Components and improvement will include:
 - a. Web-based services;
 - b. Curriculum approval system;
 - c. Improved scheduling and schedule management features;
 - d. Student portal;
 - e. Student educational plan;
 - f. Degree audit.
2. Improve financial aid system features:
 - a. Electronic loan processing;
 - b. Web-based tracking;
 - c. CalGrant processing;
 - d. Improved menus;
 - e. Title IV processing.
3. Expand implementation of document imaging system.
4. Improve lab attendance integration with SRS.
5. Improve Community Learning system.
6. Expand prerequisite checking.
7. Expand utilization of Resource 25 room scheduling system.
8. Continue ID card system improvements.
9. Implement new library system release.
10. Implement work flows for library system.
11. Assist in selecting and implementing computer-based testing system.
12. Implement new assessment tests.
13. Add forms and mailers to query system.

B.2 Objectives for- Web-Based Services

1. Enhance WebConnect to provide new functions:
 - a. PIN changes;
 - b. Name and address changes;
 - c. Priority wait list;
 - d. Easier cross-college enrollment process;
 - e. Provide web registration for Community Learning;
 - f. New payment processing rules.
 - g. Access to assessment results
2. Implement financial aid tracking on the web.

3. Investigate and implement web based application for admissions.
4. Investigate web access to current degree audit/evaluation report.
5. Develop student services page for all web services for students: schedule of classes, registration, fee payment, grades, financial aid, e-mail, library and related functions.

B.3 Objectives for- Services for Administrative Operations

1. Financial systems:
 - a. Enhance position-encumbrance for vacant position;
 - b. Expand electronic approval processing;
 - c. Implement Netsight the IFAS graphical user interface (GUI);
 - d. Implement fixed assets barcode inventory devices;
 - e. Implement GASB 34, 35 changes.
2. Human Resource systems:
 - a. Improve applicant processing;
 - b. Improve employee evaluation processing
 - c. Improve benefit reporting;
 - d. Automate leave accrual processing;
 - e. Modify hire letters;
 - f. Implement longevity changes;
 - g. Modify Apple Retirement reports;
 - h. Implement high volume ID card system.
3. District Office web site
 - a. Implement new District web page format
 - b. Provide District forms and instructions for their completion on the web

For existing standards maintained by the District see Appendix 1: Administrative Systems Standards

C. Technology Infrastructure and Support Services

C.1 Objectives for- Technology infrastructure functionality, reliability and performance

1. Complete installation of emergency classroom telephones.
2. Plan and implement technology infrastructure for new buildings to include:
 - a. Cuyamaca College Child Development Center;
 - b. Grossmont College Technology Mall;
 - c. Grossmont College Library.
3. Expanded data and voice network capability and capacity as necessary.
4. Support for the newly installed digital satellite downlink.
5. Evaluate upgrading the current voice mail system.
6. Implement new releases of the operating system and Informix for the administrative servers.
7. Implement Windows 2000.
8. Fully implement web page utilization reporting (WebTrends).
9. Continue creation of fiber optic loops at both colleges.

C.2 Objectives for- Support services

1. Implement a new District Office web page format.
2. Work towards full implementation of Section 508, Federal ADA standards for accessibility.
3. Improve Help Desk functions for faculty and staff.
4. Work towards achieving the Total Cost of Ownership staffing levels recommended by the California Community College Chancellor's Office.
5. Expand support hours and services as possible and as required.

For existing standards maintained by the District, see Appendix 1: Technology Infrastructure and Support Service Standards

Appendix 1- Standards

Standards for technology have been established as a way to provide the optimal balance between features, service, and equipment in an efficient manner. The establishment and implementation of standards allows for:

- A cost-effective approach to planning and procuring equipment and software;
- Optimizes resources through volume pricing discounts;
- Allows focus on standard products to provide better support and training;
- Encourages interoperability, resource exchanges and communication.

Appendix 1a- General TCO Standards

1. Provide computers for:
 - a. Students- 1 for each 20 FTES;
 - b. Full-time faculty- 1 for each;
 - c. Part-time faculty- 1 for each 4 FTEF;
 - d. Administrators and classified staff.
2. Provide disabled access for ten percent of workstations.
3. Provide sufficient printers for students, faculty and staff.
4. Coordinate implementation for the scheduled replacement of computers and technology infrastructure as required by Governing Board Policy.
5. Provide on campus access to local area network and Internet connectivity for all students, faculty and staff.
6. Provide access to library databases, web sites and web based student services.
7. Provide standard office software for each computer including word processing (Word), spreadsheet (Excel), presentation software (PowerPoint), Internet browser (Internet Explorer), and anti-virus software (McAfee).
8. Provide web-based email for students(Exchange).
9. Provide e-mail (Outlook) and e-mail web access (Exchange) for faculty and staff.
10. Provide network software management for inventory and software release installation (SMS).
11. Provide staffing as recommended by the TCO standards.
 - a. One network and systems administrative (NT, etc. including wiring personnel) support staff person for every 300 PCs;
 - b. One technical management support staff for every 500 PCs;
 - c. One Web administration support staff for every 12,000 FTEs;
 - d. One administrative systems support (web, user development applications) staff per 12,000 FTEs;
 - e. One level support staff for every 150 PCs;
 - f. One application development staff for every 6,000 FTES;
 - g. One network staff person for every 12,000 FTES.

Appendix 1b- Instructional Computing Standards

1. Provide standardized distance learning/course development software (Web CT and Blackboard).
2. Provide a Help Desk function to assist faculty.
3. Support departmental and general-use computer labs at the two colleges.
4. Provide web page development software (FrontPage).
5. Provide technical support and administration on web services for faculty.
6. Provide maintenance and repair services for hardware and network equipment.
7. Provide appropriate network capacity for the campus network.
8. Technical support for distance learning.
9. One scanner for every 100 faculty.

Appendix 1c- Administrative Systems Standards

1. Support administrative information systems including library (SIRSI), human resources (Bi-Tech), finance (Bi-Tech), financial aid (SAM), classroom scheduling (Resource 25), and student services (SRS).
2. Provide software and technical support for the use of web technology.
3. Provide training for staff in developing, maintaining and using the web, including Cuyamaca College, Grossmont College, and the District.
4. Provide document-imaging capability (Image Now).
5. One laser printer for every 50 staff.

Appendix 1d- Technology Infrastructure/Support Service-Standards

1. Provide telephone services and voice mail
2. Provide Web management, reporting (WebTrends), capacity and functionality
3. Provide technology infrastructure equipment as required.
4. Provide category 5 and fiber optic cabling services.
5. Perform computer equipment repair services.
6. Provide operations and support for server operating systems standards, including HPUX and Windows.
7. Provide maintenance for Microsoft NT Servers, supporting TCP/IP, capacity capability, and redundancy.
8. Provide analysis and programming services.
9. Provide help desk services.