



GROSSMONT-CUYAMACA
COMMUNITY COLLEGE DISTRICT

Districtwide Information Technology Plan 2003 - 2004

February 9, 2004

TABLE OF CONTENTS

I. Overview	2
II. Background	2
III. District Vision, Mission and Strategy	3
IV. Relationship of District-Wide and College Technology Plans	3
V. Governance	6
VI. Goals	9
VII. Long Term Technical Directions	10
VIII. Technology Plan Achievements 2002-2003	11
IX. Technology Plan Objectives 2003-2004	15
Appendix	19

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.

Grossmont-Cuyamaca Community College District
 Districtwide Technology Plan 2003-2004

February 9, 2004

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. Long Term Technology Directions

To achieve these goals, directions have been established by the Governing Board, District and College management, and appropriate advisory committees.

- Replace technology equipment and software as necessary to maintain currency. (Board Policy 6335). Systems and equipment include:
 - Servers and systems
 - Data communication
 - Telephone systems
 - Personal computers
 - Printers
 - Satellite receivers
 - Video conferencing equipment
 - Information systems
 - Appropriate technology from college technology plans
- Provide technology infrastructure to support the construction of new buildings and the modifications and renovations to existing buildings, including:
 - Grossmont College Learning Resource Center
 - Grossmont College Technology Mall
 - Cuyamaca Technology Building
 - Grossmont College Science Building
 - Appropriate technology from college technology plans
- Expand and improve network infrastructure including: software, hardware, Internet and district connectivity, voice, video and data communications capabilities. Including appropriate technology from college technology plans
- Evaluate, implement and support systems and services for faculty and students
- Procure and implement a new student information system
- Continue to develop and implement new functionality for major systems
- Continue to develop, purchase and modify web service components of major systems
- Develop solutions to provide technology support services in ways that reduce the need for additional staff

VIII. Technology Plan Achievements - 2002-2003

A. Instructional Computing

A.1 Objectives for- Integration of Technology into Instruction

1. Provided increased capacity and improved reliability for technology access for students and faculty
2. Implemented new software and configurations to support instructional computing labs and faculty offices

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

1. Provided assistance in planning for technology to support distance learning
2. Supported the operation of distance learning software-WebCT and BlackBoard
3. Assisted with pilot projects for distance learning course development applications
4. Provided technology support tools for faculty-developed distance learning courses
5. Assisted in the evaluation of third-party distance learning courses from publishers and vendors

B. Administrative Information Systems

B.1 Objectives for- Student Centered Services

1. Issued RFP and began evaluation of a new student-instructional system, student portal and curriculum approval systems
2. Improved financial aid system features:
 - a. CalGrant processing phase II and III
 - b. Electronic loan processing
 - c. Complete implementation of ProSAM
 - d. E-mail award letters to students
 - e. Secure web based tracking on the financial aid web site
 - f. Planning and implementation of new releases of IFAS to support electronic funds transfer
3. Implemented capability to e-mail students from financial aid system
4. Expanded implementation of document imaging system including financial aid and transcripts. Microfiche process was replaced by imaging
5. Expanded prerequisite checking
6. Expanded utilization of Resource 25 room scheduling system
7. Implemented new library system release
8. Implemented new assessment tests
9. Assisted in evaluation of potential assessment tests
10. Enhanced Degree Audit system
11. Implemented new State MIS reporting requirements
12. Made enhancements to Wait List processing
13. Implemented improvements in mailing and bad address processes

B.2 Objectives for- Web-Based Services

1. Began developing new design standards and web page formats for both colleges and the district office
2. Enhanced WebConnect to provide new functions:
 - a. New format
 - b. VATEA survey data collection
 - c. New fee payment software-PC Charge
 - d. Negative check off for student benefit cards
 - e. Address, e-mail and telephone number change capability
3. Improved class schedule on the web by adding on-line only classes, identifying classes added since printed schedule and improving the format
4. Enhanced CCCApply, the web based application for admissions
5. Made selected forms available to students on the web

B.3 Objectives for- Services for Administrative Operations

1. Instructional systems:
 - a. Evaluated curriculum approval systems
2. Financial systems:
 - a. Completed implementation of IFAS for Auxiliary Services
 - b. Continued expansion of electronic approval processing
 - c. Supported the implementation of GASB 34, 35
 - d. Began analysis and planning for TRA/1098T reporting changes to include fee and financial aid data
 - e. Acquired required hardware to support implementation of new version of IFAS
3. Human Resource systems:
 - a. Implemented web based PFR evaluation system
 - b. Automated leave accrual processing for faculty
 - c. Supported retro processing for payroll

C. Technology Infrastructure and Support Services

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

1. Expanded data and voice network capability and capacity:
 - a. DS3 circuit for Internet
 - b. DS3 circuit for other uses
 - i. Expanding data links to Cuyamaca College
 - ii. Voice circuits
 - c. DSL and Cox circuits to support instruction
2. Replaced servers to provide better reliability and performance

C.2 Objectives for- Support services

1. Began development web standards and prototypes for the colleges and district office web sites
2. Worked towards full implementation of Section 508, Federal ADA standards for accessibility
3. Worked to improve Help Desk functions for faculty and staff

IX. Technology Plan Objectives - 2003-2004

A. Instructional Computing

A.1 Objectives for- Integration of Technology into Instruction

1. Provide assistance and leadership in providing reliable technology access for all students and faculty
2. Explore ways to improve support for faculty and students using technology
3. Implement Office 2003 as appropriate in instructional labs
4. Display addition student information (e-mail account) on WebConnect
5. Investigate issues and costs to provide wireless access for students in selected areas
6. Support Cuyamaca grants
 - a. NSF
 - b. Title 3
 - c. Congressional
7. Complete implementation of Windows XP for faculty workstations
8. Support addition of 3rd technician at Grossmont College to provide service for the new Technology Mall

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

1. Provide assistance in planning for technology to support distance learning
2. Assist with pilot projects for distance learning course development applications
1. Provide technology support tools for faculty-developed distance learning courses
2. Assist in the evaluation of third-party distance learning courses from publishers and vendors
3. Install WebCT Campus Edition and support its implementation for faculty
4. Install Blackboard version 6.0 and support its implementation for faculty

B. Administrative Information Systems

B.1 Objectives for- Student Centered Services

1. Select and begin implementation of a new student-instructional and portal systems
2. Improve financial aid system features
3. Expand implementation of document imaging system
 - a. EOPS
 - b. Financial aid- work flow
4. Expand prerequisite checking
5. Resource 25 room scheduling system
 - a. Install new release
 - b. Implement activity scheduling for display on web sites
6. Enhance Degree Audit system
7. CCCApply enhancements
8. Evaluate job placement software and replacement of GEM
9. Expand use of e-mail for student communications
10. Library system
 - a. Install new release
 - b. Purchase and install I-Link (508 compliant web interface)
 - c. Evaluate use of SIRSI to track automotive materials check-out
 - d. Consider expansion to other areas
11. Improve processing for dropping students in sections with materials return flags
12. Implement AACRAO Enrollment Services enrollment verification system
13. Evaluate USPS change of address processing
14. Support investigation of student tracking
15. TRA/1098T reporting for fees and financial aid
16. Investigate ASGC on-line voting
17. Implement new enrollment fees

B.2 Objectives for- Web-Based Services

1. 1. WebConnect
 - a. Implement student representation fee for Grossmont College
 - b. Assess VTEA data collection
 - c. Fee summary enhancements
2. Implement student evaluation for on-line courses

B.3 Objectives for- Services for Administrative Operations

1. Financial systems:

- a. Complete EFT project
- b. Continue expansion of electronic approval processing
- c. Implement new version of IFAS
- d. Support GASB 34, 35 changes
2. Human Resource systems:
 - a. Faculty evaluations for on-line courses
 - b. PFR enhancements
 - c. Complete initial implementation of alternate ID#
 - d. Applicant system enhancements
 - e. Track faculty evaluations
 - f. Add cart driver information to HR
 - g. Implement web based orientation for new employees
 - h. Enhance PRF evaluation process
 - i. Automate leave accrual processing for faculty
3. Instructional
 - a. Implement improved decision support reporting for Instruction
 - b. Assess VTEA data collection process

C. Technology Infrastructure and Support Services

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

1. Plan and implement technology infrastructure for new buildings to include:
 - a. Grossmont College Technology Mall
 - b. Grossmont College Science Lab Building
 - c. Cuyamaca College Science and Technology Building
 - d. Cuyamaca College Student Center
 - e. Grossmont Student Center/Student Services Building
2. Issue RFP for a new voice mail system
3. Continue creation of fiber optic redundant paths at both colleges
4. Move Internet access from 4CNet to CENIC
5. Acquire new equipment and implement IP based video conferencing
6. Work with GAFCON on new building planning and construction:
 - a. Planning/design review process
 - b. Establish standards and specifications
 - c. Support and expand technology infrastructure for: fiber optic network, voice, data, video and related systems
7. Air conditioning and power for computer center
 - a. Analyze requirements
 - b. Expand capacity

C.2 Objectives for- Support services

1. Provide improved Help Desk and support services
2. Support occupation and operation of Grossmont Technology Mall

1. 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. These standards are based upon the Total Cost of Ownership (TCO) standards recommended by the California Community College Chancellor's Office. 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 HP/UX and Windows
7. Provide maintenance for Microsoft Windows 2000 Servers, supporting TCP/IP, capacity capability, and redundancy
8. Provide analysis and programming services
9. Provide help desk services