

---

Grossmont-Cuyamaca Community  
College District  
Technology Plan  
2005-2006

DRAFT  
December, 2005



GROSSMONT-CUYAMACA  
COMMUNITY COLLEGE DISTRICT

---

**Grossmont-Cuyamaca Community College District  
Technology Plan  
2005-2006**

**Table of Contents**

<b>Topic</b>	<b>Page</b>
Overview	3
Background	4
Advisory Task Forces	5
Information Systems Strategic Plan Goals	7
Information Systems Strategic Plan Objectives 2005-2006	8
Information Systems Strategic Plan Accomplishments 2004-2005	13



---

**Grossmont-Cuyamaca Community College District  
Technology Plan  
2005-2006**

**Overview:**

The primary focus of technology at Grossmont-Cuyamaca Community College District is to provide:

- Access to education and training to the student community within The District Strategic Plan and The Way Forward.
- Quality administrative, learning and teaching technologies to meet the mission of the Colleges.

The Information Technology Plan identifies major information systems and technology goals for the entire District including the Cuyamaca College, Grossmont College, and District outreach programs. The plan encompasses the development, management, operation, maintenance, and evaluation of the infrastructure, administrative information systems, programming, web management, organization and staffing. This plan represents a consensus that facilitates maximization of institutional benefits in pursuit of common and individual college goals.

The Information Technology Plan is a living document. As projects are completed, as new priorities arise and as strategies change the objectives contained in the plan will be modified to reflect the needs of Grossmont-Cuyamaca Community College District.

Progress on the Information Technology Plan will be assessed regularly and reports made to ATAC, ICAC, DEC, DCEC, BOT and other interested groups.



---

**Background:**

Today's accelerated pace of change in technology developments, advancements, and capabilities have resulted in increasing expectations on the educational system. At the same time, critical issues related to access, governance, reliability, funding, resource allocation, training, maintenance and technical support have arisen that must be addressed.

The Information Systems department (IS) is a service organization. The structure and staffing of IS should reflect this philosophy. Furthermore, the department is charged with providing technology services that are reliable, secure, of sufficient speed/capacity and functionally rich to support the mission of Grossmont-Cuyamaca Community College District.

**Factors Driving Information Technology**

- 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 administrative information systems
- 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, microwave, satellite, and wireless



**Advisory Committees:**

There are two advisory committees that provide recommendations to The Chancellor’s Cabinet, The Districtwide Executive Council and IS. These two committees are the Administrative Technology Advisory Committee (ATAC) and the Instructional Computing Advisory Committee (ICAC). This section supplies the committee descriptions which define the charge, chair, composition and meeting schedules for each. Appendix 1 shows the general relationships between the groups.

<b>Administrative Technology Advisory Committee</b>	
<b>Charge</b>	<ul style="list-style-type: none"> <li>• Provide recommendations to the chancellor’s Cabinet concerning strategic policies and directions for administrative information systems.</li> <li>• Provide recommendations to the Information Systems Department regarding operational priorities and system enhancements.</li> <li>• Recommend policies and priorities related to the selection, implementation, and operation of administrative information systems.</li> <li>• Assist in the development of the Information Technology Plan for administrative information systems.</li> <li>• Provide communication and administrative information system status reporting to constituent groups and existing councils and committees.</li> <li>• Coordinate the work of specially appointed Task Groups as required.</li> <li>• Recommend allocation of Information System Department resources to specific projects.</li> </ul>
<b>Composition</b>	<ul style="list-style-type: none"> <li>• Chair Senior Director, Information Systems</li> <li>• Cuyamaca College representatives appointed by College President</li> <li>• Grossmont College representatives appointed by College President</li> <li>• Vice Chancellor-Business Services and appointed representatives</li> <li>• Vice Chancellor-Human Resources &amp; Administrative Services and appointed representatives</li> <li>• Library/LRC jointly appointed representative</li> <li>• IS staff as required</li> </ul>
<b>Meeting Schedule</b>	<ul style="list-style-type: none"> <li>• 3<sup>rd</sup> Friday of each month</li> <li>• LRC and Distance Learning Room Teleconference</li> <li>• 10:00 – 11:00 am</li> </ul>



<b>Instructional Computing Advisory Committee</b>	
<b>Charge</b>	<ul style="list-style-type: none"> <li>• Provide recommendations to the Chancellor's Cabinet concerning the application of technology for instructional programs</li> <li>• Recommend standards and procedures for the implementation of instructional technology throughout the District</li> <li>• Recommend priorities to the Information Systems Department for instructional computing support</li> <li>• Recommend standards for the acquisition of new instructional software and hardware</li> <li>• Establish ad hoc committees to focus on specific topics as required: Internet, network, standards and procedures, computing ethics, software licensing</li> </ul>
<b>Composition</b>	<ul style="list-style-type: none"> <li>• Chair The Chair is selected by the group, and alternates between the two colleges.</li> <li>• 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</li> </ul>
<b>Meeting Schedule</b>	<ul style="list-style-type: none"> <li>• Monthly during the academic year or as required.</li> <li>• LRC and Distance Learning Room teleconference.</li> <li>• 1:00 – 2:30 pm</li> </ul>



---

**Goals:**

The three major areas of technology in the Colleges are Educational Technology, Administrative Information Systems, and Technology Infrastructure/Support Services.

<b>Goals</b>	
<b>General</b>	<ul style="list-style-type: none"><li>• Provide appropriate organization and planning for technology initiatives</li></ul>
<b>Educational Technology</b>	<ul style="list-style-type: none"><li>• Provide services and technology for faculty and students</li><li>• Support integration of technology into the instructional process</li></ul>
<b>Administrative Information Systems</b>	<ul style="list-style-type: none"><li>• Provide student centered services and support matriculation processes</li><li>• Provide web-based administrative services to students, faculty and staff</li><li>• Provide appropriate functions and technology for “back office” administrative processes</li></ul>
<b>Technology Infrastructure and Support Services</b>	<ul style="list-style-type: none"><li>• Provide reliable and secure technology services for voice, data and video services</li><li>• Maintain currency in technology and infrastructure as appropriate</li><li>• Achieve a well trained and service oriented IS organization to meet the growing demand for support services</li></ul>



---

# Information Systems Strategic Plan

## Objectives 2005-2006



GROSSMONT-CUYAMACA  
COMMUNITY COLLEGE DISTRICT

---

## Information Systems Strategic Plan Objectives 2005-2006:

### Instructional Computing

- Assess and update technology to support instruction as required
- Support the continued expansion of wireless Internet access at both colleges
- Evaluate data collection systems for FTES data collection
- Support and implement assistive technology initiatives
- Explore ways to improve support of faculty and students using technology
- Help evaluate future technology support staff requirements for the District and both colleges
  - Grossmont Digital Arts building
  - Cuyamaca Science and Technology Building
  - Grossmont Science Building
  - Cuyamaca Communication Arts Building
- Support the Colleges' Grants as required
- Continue to perform upgrades of WebCT and Blackboard to assure current features are available to faculty and students
- Improve support container creation and roster uploading for faculty and students
  - WebCT
  - Blackboard
- Assist with pilot projects for distance learning course development applications
- Upgrade Tegrity software
- Migrate student email to Exchange 2003
- Enable both College Help Desks to reset network passwords



---

## Information Systems Strategic Plan Objectives 2005-2006:

### Administrative Information Systems

- Implement Colleague Student Instructional System, key milestones include:
  - Complete the test system development and simulation tests
  - Purchase and install the production system hardware
  - Complete the configuration of the production environment
  - Select “go live” term
  - Develop an implementation plan
- Complete the evaluation and selection of degree audit software
  - Conduct detailed requirements analysis
  - Evaluate alternatives
  - Purchase degree audit systems
  - Begin degree audit implementation
  - Evaluate local enhancements
- Provide capability to e-mail students from the student record system
- Complete implementation of the compressed calendar as required
- Implement the International CCCApply application
- Implement the CCCApply BOGW
- Develop a business continuity plan
- Implement new release of Financial Aid
- Evaluate the new, baseline human resources system from Sungard/Bi-Tech
- Complete the upgrade of the faculty evaluation hardware and software
- Implement the new release of the ACT system
- Purchase new server to support WebConnect
- Implement IFAS HFS releases



## Information Systems Strategic Plan Objectives 2005-2006:

### Technology Infrastructure and Support Services

- Improve security, reliability and data back up of technology resources
- Refine UPS monitoring and shutdown processes
- Upgrade the SPAM filtering appliance
- Build adequate network capability in all new buildings
  - CC Science and Technology Building
  - GC Science Building
  - GC Digital Arts Building
- Participate in planning for new buildings
  - CC Communication Arts
  - CC Student Services
  - GC Student Services
- Continue building a redundant network backbone at both campuses
- Telephone and voice services
  - Pilot unified messaging
  - Pilot the capability to use IP telephony
  - Install new server and operating system for voice mail
  - Install new release of Callware
- Support Public Safety
  - Assist in the selection of a replacement computer assisted dispatch system
  - Improve communication for the Public Safety Office
- Revise procedures for the computer room evacuation
- Monitor software licensing
- Expand the use of wireless networking on both campuses
- Upgrade obsolete network switching equipment
- Improve the network topology
- Complete the air conditioning project in the fiber room on the Grossmont Campus
- Implement backup to disk and rapid recovery process
- Plan a failover capability for both colleges using the two colleges' DS3s
- Investigate alternate ISP providers
- Investigate intrusion detection
- Consider implementing clustered hardware for high availability e-mail servers, web sites, Blackboard, and WebCT
- Evaluate SAN disk systems
- Install redundant PIX firewall
- Complete repairs to GC satellite antenna
- Evaluate and pilot SharePoint
- Refine the Educational Master Plan development system
- Implement a tool to audit Active Directory changes
- Enable intelligent (IDR) backup recovery
- Complete the PrintShop Pro implementation
- Install a time server on the network
- Complete the server upgrade to Windows 2003
- Upgrade Veritas recovery software
- Upgrade McAfee enterprise virus defense system
- Implement network disk quotas
- Implement virtual private network (VPN) pilot



---

# Information Systems Strategic Plan

## Accomplishments 2004-2005



GROSSMONT-CUYAMACA  
COMMUNITY COLLEGE DISTRICT

---

## Information Systems Strategic Plan Accomplishments 2004-2005:

### Instructional Computing

- Demonstrated alternative positive attendance collecting systems to improve usability in large open labs
- The wireless pilot for student internet access in both LRCs is complete
- IS has explored ways to improve support of faculty and students using technology
- The Colleges' Grants have been supported as required
- Supported Grossmont College hiring of a third technician
- Assisted in the evaluation future technology support staff requirements for the District and both colleges with projections and graphs
- WebCT and Blackboard have been upgraded to current revision levels
- IS has helped to explore improvements in support for faculty and students
  - WebCT
  - Blackboard
  - Roster loading for faculty
  - Students
  - Simplified access
  - Improved instructions



## Information Systems Strategic Plan Accomplishments 2004-2005:

### Administrative Information Systems

- Colleague implementation
  - The Colleague Student Instructional System implementation is underway
  - The Degree Audit fit-gap analysis is complete
  - Colleague test system will be ready for testing in November
  - The Test Team has begun to plan automated interfaces between the Colleague SIS and existing systems
    - Financial system
    - Financial Aid system
    - Human Resources system
    - Room Scheduling system
    - CCCApply
  - Colleague prerequisite function can be made to support contingent registration (soft blocks)
- Enhancements have been implemented for WebConnect
  - Menu and screen formats
  - Lab log in information
  - Itemized fee information
  - Student benefit card sale processing
  - Parking permit sales
- New student ID card equipment was implemented
- Tracking for student benefit card utilization has been improved
- Student Accounts Receivable
  - Process schedules have been improved and standardized
  - Student accounts with balances have been analyzed
  - Billing has been improved based on the analysis
- The technical requirements for a compressed schedule was evaluated
- CCCApply
  - Improvements to the CCCApply upload for A & R have been made
  - The BOG Waiver web application form is in use
  - Continued to participate in the development of:
    - International application for admission
    - Spanish language application for admission
- The Degree Audit enhancements we completed
  - University transfer (UTSD) evaluations function
  - CR/NC test scores should accept a modification of major
  - Some problems associated with department name changes
- Continued the evaluation of replacements for the GEM system for job placement
- SARS-CALL was implemented
- Library
  - SIRSI release was installed
  - A test system for SIRSI was installed
  - Faculty and staff now have alternate ID#s for use in the libraries
  - Easy Proxy is in use to provide authentication for off-campus access
  - The e-reserve system has been enhanced
- Wiring to accommodate Cuyamaca LRC planned increase in OPAC workstations has been installed
- Financial Systems:
  - ACH is now in use for all types of student payments
  - Positive pay is in use for all District Bank Accounts
  - The IFAS 7i client is in use in some departments
- Financial aid



## Administrative Information Systems

- New release of SAM was implemented
- GCCCD BOG Waiver was implemented
- Human Resources, Risk Management, and Payroll
  - Risk Management people have been trained in the use of the IFAS workers' compensation processes and screens
  - Document imaging is being used in the hiring process
  - SunGard BiTech has demonstrated the new Applicants on Line application
  - Notice of employment (NOE)
    - Sensitive information has been removed and does not appear
    - NOE now shows step/longevity and advancement
    - The implementation of alternate IDs for faculty and staff is complete
  - Cuyamaca is now able to print student and staff ID cards
  - Enhancements to leave processing
    - Automation of Non-classroom hours leave recording has been evaluated
    - HR is able to capture and report other paid leave
    - The leave accrual processing for adjunct faculty now has some degree of automation
  - IS has explored integration of IFAS and HR department tables
  - Retro payroll processing is being supported
  - Payroll has a process to produce duplicate W2s
  - A screen for pay level reporting is in progress
  - Continued support for the PFS evaluation process is in place
  - The driver data information collection project has been implemented
  - IS has explored student employee address change capture capability in HR
- Instructional
  - Improved decision support reporting for Instruction has been provided
  - The Resource25 Web Viewer for open space searches is available
  - Expansion of the faculty evaluation system is in process



## Information Systems Strategic Plan Accomplishments 2004-2005:

### Technology Infrastructure and Support Services

- The new hardware platform for administration systems was installed and configured
- IS has supported and helped to plan and implement the technology infrastructure for new buildings
  - Cuyamaca Science and Technology Building
  - Grossmont Science Building
  - Cuyamaca Communications Arts Building
  - Grossmont Digital Arts & Sculpture Buildings
  - Cuyamaca Student Center
  - Grossmont Parking Structure & Public Safety Office
  - Grossmont Student Services Building
- The Active Directory domain migration is complete
- The Exchange Server has been upgraded to 2003
- All building projects in progress have been designed to accommodate a redundant communication conduit path
- Cuyamaca now has a DS3 in place for Internet access
- Voice mail system
  - Callware's Callegra voice mail system and related hardware were installed
  - All departments have reformed and re-record all voice mail menus and decision trees
  - Training sessions were provided
  - Implementation of the new system was completed
- New air conditioning equipment in the District Computer Center was installed
- Enterprise UPS equipment in the District Computer Center was installed
- The e-mail and network account creation and removal process has been improved
- Network monitoring and anti-virus and anti-SPAM upgrades were applied
- The backup strategy in the District server farms has been improved
- The air conditioning upgrade in the Grossmont fiber room was started
- Staff have been added to provide Help Desk and support services functions
- Technology support for the first hour of the evening instruction was provided for the first weeks of each term
- Support staff requirements have been evaluated and recommendations regarding technology support staff to support network growth and newly constructed buildings have been made
- The personal computer contract has been re-bid and the warranty period increased to four years
- The Grossmont web based Educational Master Plan was implemented

