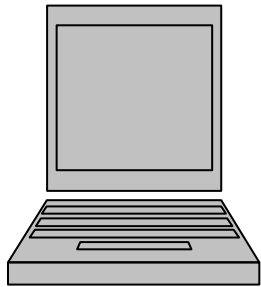# 2012-2017 Los Angeles Valley College Technology Plan

## LAVC Technology Committee Members 2011 - 2014

### Faculty Members

- Jacquelyn Hams Chair (2012)
- David Falk (2012- 2014)
- Jim Marteney (2012-2013)
- Gregory Morrison (2012 – 2015) Chair ( 2014-2015)
- Arantxa Rodriguez (2012 – 2015)
- Jason Beaton 2015

### Administration

- Laurie Nalepa, Academic Affairs (2012- 2015)
- Violet Amrikhas, Administrative Services ( 2012- 2014)
- Dave Green, Services for Students with Disabilities (2012- 2014)
- Vernon Bridges, Student Services (2012 – 2014)
- Aaron Weathersby, IT director (2012)
- Hahn Tran IT Director (2014)

### Staff Members

- Claudette Belmonte Bentley, Web Designer (2012 - 2014)
- Nick Giglia, IT (2012 - 2014)
- Ed Moradkhani (2012 - 2014)
- Jonathon Hooker (2014 - 2015)

### Resource Members

- Deborah Kaye, Professional Development (2012-2015)
- Khaled Hussain, Distance Education Coordinator  (2012 - 2013)

- Deanna Heikkinen Distance Education Coordinator (2013-2014)

## Table of Contents

## Introduction

In 2005 a five-year Technology Plan was developed by Valley College to provide the broad template of strategies and recommendations for improving and strengthening technology throughout the institution.

As a result of the 2005-2010 plan, 89 recommendations were made. Over the five year period, 44 recommendations were completed (see Appendix A). Based on funding constraints and other strategic initiatives, the college decided to drop 23 recommendations. The college is still making progress on 22 recommendations from the earlier plan; consequently these 22 recommendations have been incorporated into the 2012-2017 Technology Plan.

In 2012 the Technology Committee was given the charter of developing a new plan given the complex challenges our college faces today. The committee decided that the plan needed to provide vision, leadership, planning and coordination for campus-wide computing, telecommunications, technology issues and standards in general. Our guiding principles, which were taken from the Educational Master Plan, were to use technology to further student success as well as enhance institutional effectiveness.

## Overview of 2012-2017 Technology Plan

The Los Angeles Valley Technology Committee is pleased to present the 2012-2017 LAVC Technology Plan. The college recognizes that the Technology Plan will guide a complex undertaking to be implemented in a changing environment with limited resources. As a result, it has to be a fluid plan that is subject to ongoing evaluation, review, and revisions, using the institution's established Shared Governance process.

The 2012 Los Angeles Valley College Technology Plan is divided into the following six sections:

1. Infrastructure
2. Technology Support
3. Educational Technology
4. Training
5. 508 Compliance
6. Funding

**Each section includes:**

- Recommendations
- Priority Levels
- Rationale for the recommendations
- Goal Alignments with the LAVC Educational Master and Technology Plans, the District Technology Plan, and the
- Accreditation Standards.

Table of Action Items for each recommendation indicating the responsible parties, start dates, estimated completion dates, status, and assessment measures. Note that some of the action items are carried over from the 2005 LAVC Technology Plan.

## LAVC Technology Plan Priorities

One of the drawbacks of the previous plan was the lack of prioritization for recommendations.  As a result, resource allocation and planning were not always linked together. To address this situation, the Technology Committee developed a rubric that was used in identifying priorities as well as providing the rationale for those priorities.

The recommendations in the 2012-2017 plan are prioritized according to the following levels:

**Level 1:** This recommendation is needed to stay in compliance with a regulatory standard. Failure to complete this recommendation will put the college in jeopardy.

**Level 2:** This recommendation significantly impacts institutional effectiveness. Failure to complete this recommendation significantly diminishes the educational experience and/or severely reduces the effectiveness of college employees.

**Level 3:** This recommendation positively enhances institutional effectiveness. Failure to complete this recommendation diminishes the educational experience and/or reduces the effectiveness of college employees.

**Level 4:** This recommendation is desirable for institutional effectiveness. Failure to complete this recommendation will not have a negative impact on the college. However, if resources are available at a later date, this

recommendation should be implemented since either it delivers a service, helps a department in achieving its goals or meets a logistical need.

Recommendations within the priority levels are further prioritized from A-Z, with A being the highest priority. For example, the highest priority recommendation is designated as Level 1A.

## The LAVC Educational Master Plan Goal Alignments

In order to confirm that we were focusing on broad strategic initiatives identified by the Educational Master Plan, the committee ensured that all recommendations were aligned with one or more of the following Educational Master Plan goals. These goals are:

1. Increase student retention, persistence and success
2. Increase student access
3. Enhance academic offerings to meet student and regional needs
4. Enhance institutional effectiveness

## The LAVC Technology Plan Goal Alignments

The 2012-2017 plan is designed to provide a blueprint for the future. It will serve as a guide to evaluating the nature of our business and its technology needs, defining the long-term objectives and identifying quantifiable goals. For continuity, the committee chose to use the same goals as the 2005-2010 Technology plan. These broad goals are:

1. Promote student success in their educational and career goals
2. Promotes student access to instruction and student support services
3. Full campus wide accessibility to electronic technology
4. Increases professional excellence of administration, faculty and classified staff
5. Foster leadership/communications that support technology
6. Provide effective use of resource management
7. Provide a learning environment that supports technology

8. Provide a secure technology environment

## The Los Angeles Community College District Technology Plan Goal Alignments

Because Los Angeles Valley College is one of nine campuses in the District, the committee felt it was imperative to align our technology plan with the strategic vision of the District. The District identified five key areas to achieve the mission of providing an information-rich, interactive educational environment that integrates technology into the fabric of teaching and learning experiences. Keeping these areas in mind, the LAVC Technology Committee ensured that each recommendation was in alignment with one or more of the District goals. The District goals are:

1. Learning
2. Assessment
3. Teaching
4. Infrastructure
5. Productivity

## The Accreditation Technology Standards Alignments

A key component of the accreditation process is to ensure that technology resources are used to support student learning program and services. Technology planning must be integrated with institutional planning. To this end, the Technology Committee made sure that each recommendation was aligned in accordance with one or more of the Accreditation Technology Standards. These standards are:

1. **III. C. Technology Resources**
   Technology resources are used to support student learning programs and services and to improve institutional effectiveness. Technology planning is integrated with institutional planning.
2. **III. C. 1**
   The institution assures that any technology support it provides is designed to meet the needs of learning, teaching, college-wide communications, research, and operational systems.

3. **III. C. 1. a.**
   Technology services, professional support, facilities, hardware, and software are designed to enhance the operation and effectiveness of the institution.
4. **III. C. 1. b.**
   The institution provides quality training in the effective application of its information technology to students and personnel.
5. **III. C. 1. c.**
   The institution systematically plans, acquires, maintains, and upgrades or replaces technology infrastructure and equipment to meet institutional needs.
6. **III. C. 1. d.**
   The distribution and utilization of technology resources support the development, maintenance and enhancement of its programs and services.
7. **III. C. 2**
   Technology planning is integrated with institutional planning. The institution systematically assesses the effective use of technology resources and uses the results of evaluation as the basis for improvement.

## Summary of 2012 Technology Plan Recommendations Rankings

### Priority Levels

**Level 1:** This recommendation is needed to stay in compliance with a regulatory standard. Failure to complete this recommendation will put the college in jeopardy.

**Level 2:** This recommendation significantly impacts institutional effectiveness. Failure to complete this recommendation significantly diminishes the educational experience and/or severely reduces the effectiveness of college employees.

**Level 3:** This recommendation positively enhances institutional effectiveness. Failure to complete this recommendation diminishes the educational experience and/or reduces the effectiveness of college employee

**Level 4:** This recommendation is desirable for institutional effectiveness. Failure to complete this recommendation will not have a negative impact on the college. However, if resources are available at a later date, this recommendation should be implemented since either it delivers a service, helps a department in achieving its goals or meets a logistical need.

| Line | Section | Section Number | Recommendation. | Priority Level | Order |
|------|---------|----------------|-----------------|----------------|-------|
| 1 | Section 508 Compliance | 5.5 | Install captioning software for faculty use | 1 | A |
| 2 | Section 508 Compliance | 5.4 | Ensure all LMS material is 508 compliant | 1 | B |
| 3 | Section 508 Compliance | 5.1 | Disability access compliance | 1 | C |
| 4 | Section 508 Compliance | 5.2 | Improve ADA compliance in student computer labs | 1 | D |
| 5 | Section 508 Compliance | 5.3 | It accessibility staff training | 1 | E |
| 6 | Education Technology | 3.11 | Expand online counseling | 1 | F |
| 7 | Technology Support | 2.3 | Increase it staffing | 2 | A |
| 8 | Funding | 6.1 | Line-item set-aside for institutional technology | 2 | B |
| 9 | Funding | 6.2 | Grant line-item set-aside for institutional technology | 2 | C |
| 10 | Education Technology | 3.2 | Expand availability of internet for all classrooms | 2 | D |
| 11 | Education Technology | 3.3 | Increase campus wi-fi availablity and bandwidth in non-classroom areas | 2 | E |
| 12 | Infrastructure | 1.7 | Student information system | 2 | F |
| 13 | Infrastructure | 1.8 | Develop portal migration plan | 2 | G |

| Line | Section | Section Number | Recommendation. | Priority Level | Order |
|------|---------|----------------|-----------------|----------------|-------|
| 14 | Technology Support | 2.1 | Enhance work and service order system | 2 | H |
| 15 | Technology Support | 2.4 | Mac support | 2 | I |
| 16 | Infrastructure | 1.1 | Inventory and assessment for hardware | 2 | J |
| 17 | Infrastructure | 1.2 | Inventory and assessment for software | 2 | K |
| 18 | Infrastructure | 1.3 | Maintenance contracts | 2 | L |
| 19 | Training | 4.1 | Technology training for faculty | 2 | M |
| 20 | Training | 4.2 | Technology training for staff | 2 | N |
| 21 | Education Technology | 3.1 | Incorporate educational technologies for various learning/teaching styles | 2 | O |
| 22 | Infrastructure | 1.6 | Electronic student educational plan | 2 | P |
| 23 | Infrastructure | 1.1 | Electronic add system for faculty and students | 2 | Q |
| 24 | Training | 4.3 | It delivered technology training | 2 | R |
| 25 | Funding | 6.3 | Alternative funding sources for technology | 2 | S |
| 26 | Infrastructure | 1.16 | Promote Edustream Service to Faculty and Staff | 2 | T |
| 27 | Education Technology | 3.12 | Comprehensive wireless mobile strategy | 3 | A |
| 28 | Infrastructure | 1.13 | Automatic forwarding feature for faculty/staff emails | 3 | B |
| 29 | Infrastructure | 1.4 | Centralized software location | 3 | C |
| 30 | Technology Support | 2.9 | Campus IT status presentations | 3 | E |
| 31 | Education Technology | 3.6 | Develop a LAVC App | 3 | F |
| 32 | Technical Support | 2.5 | Campus-wide electronic room reservation system | 3 | G |
| 33 | Technology Support | 2.6 | Computer protection training | 3 | H |
| 34 | Technology Support | 2.7 | On-campus network protection | 3 | I |
| 35 | Technology Support | 2.8 | Emergency technology plan | 3 | J |
| 36 | Technology Support | 2.9 | Security reporting | 3 | K |
| 37 | Infrastructure | 1.12 | Online absence alert system | 4 | A |
| 38 | Infrastructure | 1.9 | Electronic searchable class schedule for students | 4 | B |

| Line | Section | Section Number | Recommendation. | Priority Level | Order |
|---|---|---|---|---|---|
| 39 | Education Technology | 3.10 | Expand online tutoring | 4 | C |
| 40 | Infrastructure | 1.11 | Electronic grade change forms | 4 | D |
| 41 | Education Technology | 3.9 | Hire instructional designer | 4 | E |
| 42 | Education Technology | 3.8 | Anti- plagiarism software | 4 | F |
| 43 | Infrastructure | 1.14 | Expansion for outlook out-of-office feature | 4 | G |
| 44 | Education Technology | 3.7 | Tablet Access for Instructors | 4 | H |
| 45 | Education Technology | 3.5 | Open educational resources | 4 | I |
| 46 | Education Technology | 3.4 | Implement use of e-portfolios for students and staff | 4 | J |
| 47 | Infrastructure | 1.5 | Inventory assessment for media | 4 | K |
| 48 | Education Technology | 3.13 | Pilot lecture tools subscription | 4 | L |
| 49 | Technology Support | 1.15 | Enhanced spam filter | 4 | M |
| 50 | Education Technology | 3.14 | Establish a laptop loaner program for students | 4 | N |

# 1. Infrastructure

"Infrastructure" includes servers, network resources and other equipment that serves the overall college and is the "glue" that binds and enables the technology throughout the college.

**Introduction**

The usage of technology in a college environment is a concept whose application relies heavily on the infrastructure in place used to leverage it. In today's highly computerized world, technological infrastructure is an idea relevant to nearly every aspect of our processes.  As water, power and gas are considered basic utilities required for the day to day operation of institutional life, technological infrastructure has become a similarly integral piece used to support the world we live in.  Los Angeles Valley College plans for and implements technology on our campus, it is important to define what constitutes technology infrastructure, define its application in a college environment, define the requirements on its selection and understand statutory obligations for its use.

**What is Technology Infrastructure:**  Broadly speaking, technological infrastructure is the physical hardware used to interconnect computers, telephones and other systems used by people to perform an action.  In a college environment these systems can include telecommunication systems, computer networks, email systems, authentication systems and backend software systems. These systems and their application provide the foundation needed for software usage by staff to create plans, communicate, and teach.

**Examples of College Technology Infrastructure**
- Telecommunication Systems: Voicemail, PBX & VOIP Phone systems, faxing
- Computer Networks: Internet Access, Physical Interconnection of Computers, Wireless Networking Systems
- Email Systems: unified messaging
- Authentication Systems: LDAP & Active Directory
- Software Systems: Middleware, Business Systems, Financial Data Systems, ER

**Usage of Technology Infrastructure:** The usage of infrastructure as it relates to technology is a concept that can be equated to that of non-technology infrastructure.  It is the basic support system for which more complex actions are performed. Most interactions with technology on a college campus require an infrastructure in place suitable to facilitate its

use. Technology infrastructure provides the framework to allow users to communicate, share, create and explore information between systems and people. Without an infrastructure in place technology's application is limited.

**Examples of Usage of Technology Infrastructure**
- Communication to a group of professors utilizing a Voice over IP Phone over an ethernet network
- Sharing a paper with students utilizing a website over a wireless network
- Creation of a report of fulltime students utilizing a middleware application to pull from disparate mainframes

**Selecting an Infrastructure:**
The selection of technology that will serve as the infrastructure for a college is an important process with broad implications. The technology selected will define how students, faculty, staff and the college at large will be able to interact with their key systems. It is important to define a policy and procedure by which infrastructure can be selected to meet the needs of the college. The policy and procedure should define a clear and concise methodology by which the college's needs are articulated, available technologies are evaluated, a return of investment is researched and the best technology is selected relative to available resources. It is also suggested that first and foremost any and all infrastructure should meet the needs of the college as defined by LAVC through the shared governance process.

**Statutory Obligations for Use:** The obligation for how infrastructure is used and selected at Los Angeles Valley College should be dictated by a legal and "best practice" requirements. Requirements as they relate to bond fund restrictions, state requirement for equal access and other areas should be adhered to and fully comprehended as part of the procurement and deployment process.

**Examples of Potential Obligation Considerations**
- Title 5 restrictions
- Bond fund restrictions
- State equal access requirements
- Private fund requests
- Existing LAVC Policy

# Infrastructure Recommendations

**#1.1: Inventory and Assessment for Hardware**

Develop a formalized structure to assess, inventory, and monitor existing hardware –including smart classrooms, PCs, peripherals, productivity tools, and specialized, educational equipment, and usage within all departments.

**Priority: Level 2. J**

**Rationale:**
- Inventory provides a baseline for hardware decision-making for all stake-holders.
- Inventory would enhance the technology planning process to assure effective use of these campus resources, to maximize return-on-investment (ROI), and minimize total cost-of-ownership (TCO).

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 6, 7

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Prepare and publish standardized inventory to document pertinent education and productivity-related hardware for departmental use. *Responsibility:* Mgr. College Information Systems; Dept. Chairs *Assessment Measure:* Report from IT *Status:* | 2005 | January 2013 | Ongoing |
| Create mechanism to continuously track and update all computer/software additions or changes to inventory *Responsibility:* Mgr. College Information Systems, IT support | 2005 | Spring 2011 | Fall 2013 |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| **Assessment Measure:** Report from IT<br>**Status**: Student computer labs and classrooms inventory completed fall 2014 | | | |
| Review hardware inventory and departmental upgrade needs each semester and recommend priorities<br>**Responsibility:** IT Support, Dept. Chairs<br>**Assessment Measure:** Results of department Annual plan reports<br>**Status:** Faculty & staff list will be inventoried after cascade program is completed | 2005 | Fall 2011 | Ongoing Spring 2016 |

### #1.2: Inventory and Assessment for Software

**Priority: Level 2. K**

Develop a formalized structure to assess, inventory, and monitor existing software and software licenses.

**Rationale:**

- Inventory provides a baseline for software decision-making for all stake-holders.
- Inventory would enhance the technology planning process to assure effective use of these software resources, to maximize return-on-investment (ROI), and minimize total-cost-of-ownership (TCO).
- Prevents unnecessary duplication of software purchases.
- Allows departments to simply add to existing license versus new purchase.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 6, 7

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Conduct formal inventory of software programs and licenses with departments and area deans<br>**Responsibility:** V.P. Academic Affairs; Dept. Chairs; Mgr. College Information Systems<br>**Assessment Measure:** Inventory report<br>**Status:** Adobe software audit complete spring 2011 | 2005 | Spring 2012 | Ongoing |
| Distribute inventory list on an annual basis<br>**Responsibility:** V.P. Academic Affairs<br>**Assessment Measure:** Inventory report<br>**Status:** | 2005 | Fall semester | Ongoing |

### #1.3: Maintenance Contracts

**Priority: Level 2. L**
Ensure that all equipment purchases include a maintenance contract when it is available.

**Rationale:**
• Maintenance and repair policies serve to maximize LAVC equipment usage and longevity for better return-on- investment and reduced ownership costs.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 6, 7

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1.c

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Assess institutional maintenance agreement needs<br>***Responsibility:*** Dept. Chairs; Program Directors; Mgr. College Information Systems<br>***Assessment Measure:*** Number of agreements identified<br>***Status:*** Ongoing | 2005 | January 2013 | Fall 2014 |
| Prioritize hardware maintenance agreements<br>***Responsibility:*** Mgr. College Information Systems; Budget; Tech; Dept. Chairs<br>***Assessment Measure:*** Prioritization list<br>***Status:*** Ongoing | 2005 | March 2013 | Fall 2014 |
| Determine funding sources for maintenance agreements<br>***Responsibility:*** Budget; Administration; Program Directors Dept. Chairs<br>***Assessment Measure:*** Identified sources– List sent to budget committee<br>***Status:*** Ongoing | 2005 | April 2013 | Fall 2014 |

### #1.4:  Centralized Software Location

**Priority: Level 3. C**
Establish a centralized location for software purchases. Noted exceptions will be identified between department chairs, directors, and IT managers.

**Rationale:**
• Centralized software management system assures better protection, inventory, and maintenance of software.
• Allows better tracking of software upgrades and licenses.
• Protects LAVC from inadvertently violating certain license restrictions.
• Permits installation of disability access software as part of standard imaging for labs and classrooms for use any time and location (up to # of available licenses).

**LAVC Educational Master Plan Goal Alignment:**  4

**LAVC Technology Plan Goal Alignment:** 6, 7

| District Technology Plan Goal Alignment: Infrastructure, Productivity |
| :--- |
| Accreditation Standards Alignment: III.C.1.d |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
| :--- | :---: | :--- | :--- |
| Identify and establish a central physical and virtual location for housing software and licenses<br>*Responsibility:* Mgr. College Information Systems<br>*Assessment Measure:* Identified location of licenses<br>*Status:* Completed | 2005 | Spring 2011 | Fall 2012 |
| Create a centralized server to house/distribute software under licensing process<br>*Responsibility:* Mgr. College Information Systems<br>*Assessment Measure:* Number of instructors using software deployment portal<br>*Status:* Completed | 2005 | December 2011 | December 2011 |
| Establish dynamic license allocation server (e.g. Keyserver) for any-time imaging installation<br>*Responsibility:* Mgr. College Information Systems<br>*Assessment Measure:* Number of images installed<br>*Status:* Ongoing | 2005 | Fall 2012 | December 2014 |

### #1.5: Inventory and Assessment for Media

**Priority: Level 4. K**
Conduct a formalized review to assess, inventory, and monitor existing non-software, electronic and technology-assisted media within all departments. Distribute inventory list to all department chairs and directors on a quarterly basis.

**Rationale:**
• Inventory provides a baseline for media purchase decisions for all stake-holders.
• Assures more effective use of these media resources, to maximize return-on-investment (ROI), and minimize total-cost-of-ownership (TCO), including identification of existing media preventing purchase duplication.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 6, 7

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1.d

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Conduct annual formal inventory of electronic and technology- assisted media with departments and area deans<br>***Responsibility:*** Mgr. College Information Systems; Dept. Chairs<br>***Assessment Measure:*** Inventory list Inventory of all media and technology housed at IMS is available<br>***Status:*** Ongoing- inventory list is current through Spring 2015. | 2005 | Summer 2011 | Fall 2014 |
| Assess inventory compliance with ADA guidelines<br>***Responsibility:*** Dept. Chairs; ADA Compliance Officer; Mgr. College Information Systems<br>***Assessment Measure:*** Inventory list<br>***Status:*** In progress – TPPC reports district is working on a new ADA / 508 compliance policy. Tech committee has assigned a work group to draft a 508 compliant procurement procedure. | 2005 | Winter 2013 | Spring 2016 |

**#1.6: Electronic Student Educational Plan**

**Priority: Level 2. P**
Using People Soft SIS system, develop an electronic Student Educational Plan (SEP) for student tracking of education goals.

**Rationale:**
- Aggregates Matriculation Site Review recommendation for single SEP.
- Improves student success rate and degree completion process.

**LAVC Educational Master Plan Goal Alignment:** 1, 4

**LAVC Technology Plan Goal Alignment:** 1, 5, 7

**District Technology Plan Goal Alignment:** Learning, Infrastructure, Productivity

**Accreditation Standards Alignment:** II.B.3.a, II.B.3.c, III.C.1, III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Determine necessary software or web implementation to facilitate student tracking of education goals<br>***Responsibility:*** Counseling; Manager, College Information Systems; VP Student Services; District I.T<br>***Assessment Measure:*** Focus group results; Data analysis; Faculty/staff feedback<br>***Status:*** In Progress. Pending Data base from District office & install of new SAS | 2005 | Fall 2009 | Spring 2015 |
| Develop adequate training, tracking, and implementation schedule for online access<br>***Responsibility:*** Counseling; Manager, College Information Systems;<br>***Assessment Measure:*** Annual Surveys, Data analysis on resources utilized; Track usage electronically<br>***Status:*** In progress | 2005 | Fall 2009 | Ongoing |

**#1.7: Student Information System**

**Priority: Level 2. F**
Implement new Student Information System used by Admissions and Records.

**Rationale:**
- Minimizes redundant re-keying of student information.

- Reduces entry of student information errors into process.
- Better serves student needs and staff resources.

> **LAVC Educational Master Plan Goal Alignment:** 1, 2, 4
>
> **LAVC Technology Plan Goal Alignment:** 1, 2, 3, 4, 5, 6
>
> **District Technology Plan Goal Alignment:** Learning, Infrastructure, Productivity
>
> **Accreditation Standards Alignment:** II.B.3.a, III.C.1, III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Implement new SIS<br>***Responsibility:*** Counseling; A&R; Manager, College Information Systems; VP Student Services; District SIS Team<br>***Assessment Measure:*** Usage reports District wide<br>**Status:** Fall 2014 Adm. Modules. Valley will no longer be a pilot campus to test out the SIS system. An accelerated plan was brought to the board to get the project done in 12 months. This means all campuses will go live with the new system in 2015.<br>First phase will release the admissions module in Fall 2016. The Student Records, Financial Aid, Student Financials and Academic advising will be released Spring 2017 | 2005 | Spring 2013 | Spring 2017 |

**#1.8: Develop portal migration plan**

**Priority: Level 2. G**
Develop plan to institutionalize LAVC portal features. The plan needs to address increased functionality, IT support and compatibility with Mac computers.

**Rationale:**

- The existing portal is not compatible with Internet Explorer 9 on Windows 7.  Once the campus moves to IE 9, another system needs to be identified to offer the same functionality.
- 140 faculty and 4,000 students use the portal for web-enhanced classes.

| |
|---|
| **LAVC Educational Master Plan Goal Alignment:**  2, 4 |
| **LAVC Technology Plan Goal Alignment:** 1, 2, 3, 4, 5, 6, 7 |
| **District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure, Productivity |
| **Accreditation Standards Alignment:** II.A.1.b, II.B.3.a, III.C.1, III.C.1.a |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Identify portal alternatives to senior management<br>***Responsibility:*** Dean CTE; DE coordinator, DE trainer, Manager College Information Systems, LAVC President, VP Academic Affairs, VP Administrative Services<br>***Assessment Measure:*** Recommendation to senior management<br>***Status:*** Complete. Alternatives include Haiku and more Etudes web-enhanced courses. | n/a | Spring 2012 | Fall 2012 |
| Make and Implement recommendation<br>***Responsibility:*** Dean CTE; DE coordinator, DE trainer, Manager College Information Systems, LAVC President, VP Academic Affairs, VP Administrative Services<br>***Assessment Measure:*** Tech Survey<br>***Status:*** Complete – see above. | n/a | Fall 2012 | Spring 2013 |
| Hire IT staff support if necessary<br>***Responsibility:*** College President<br>***Assessment Measure:*** Hiring of staff member<br>***Status:*** Online support specialist added | n/a | Fall 2013 | Fall 2013 |
| Provide training and resources, such as online tutorials and a Help Desk, so that students and faculty can use the portal | n/a | Fall 2012 | Ongoing |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| *Responsibility:* DE Trainer, Professional Development Director<br>*Assessment Measure:* Evaluations<br>*Status:* Complete – multiple training sessions implemented. | | | |
| Evaluate portal and enhance as necessary<br>*Responsibility:* Counseling; A&R; Manager, College Information Systems; VP, Academic Affairs, Technology Committee<br>*Assessment Measure:* Tech Hiring<br>*Status:* Ongoing | n/a | Fall 2013 | Fall 2013 |

### #1.9: Electronic Searchable Class Schedule for Students

**Priority: Level 4. B**

Develop an electronic database for student use related to the class schedule.

**Rationale:**

- Provides students with real-time information on available classes.
- Allows students to perform customized searches.
- Better serves student needs and staff resources.

**LAVC Educational Master Plan Goal Alignment:** 2,

**LAVC Technology Plan Goal Alignment:** 1, 2, 3, 5, 6

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** II.A.6, II.B.3.a, III.C.1, III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Identify implementation team and determine functionality<br>***Responsibility:*** VP Student Services, Manager, College Information Systems; VP, Academic Affairs ; Dept. Chairs<br>***Assessment Measure:*** List of team members<br>***Status:*** | n/a | Fall 2013 | Fall 2013 |
| Develop electronic database<br>***Responsibility:*** VP Student Services, Manager, College Information Systems; VP, Academic Affairs, Academic Senate President<br>***Assessment Measure:*** Completed database<br>***Status:*** | n/a | Spring 2014 | Spring 2014 |
| Evaluate electronic database and enhance as necessary<br>***Responsibility:*** VP Student Services, Manager, College Information Systems; VP, Academic Affairs, Academic Senate President<br>***Assessment Measure:*** Completed evaluation report<br>***Status:*** | n/a | Fall 2014 | Ongoing |

## #1.10: Electronic Add System for Faculty and Students

**Priority: Level 2. Q**
Develop an electronic database for faculty to add students to courses electronically.

**Rationale:**
- Eliminates labor-intensive paper-based system.
- Better serves student needs as well as faculty and staff resources.

**LAVC Educational Master Plan Goal Alignment:** 2, 4

**LAVC Technology Plan Goal Alignment:** 1, 2, 3, 5

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** II.B.3.a, III.C.1, III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Identify implementation team and determine functionality<br>***Responsibility:*** VP Student Services, Manager, College Information Systems; VP, Academic Affairs ; Faculty<br>***Assessment Measure:*** List of team members<br>***Status:*** Part of new SIS system starting Spring 2016 | n/a | Fall 2013 | Spring 2016 |
| Develop electronic system<br>***Responsibility:*** VP Student Services, Manager, College Information Systems; VP, Academic Affairs, Academic Senate President<br>***Assessment Measure:*** Completed database<br>***Status:*** Rollout scheduled spring 2016 with new district SIS module. | n/a | Spring 2014 | Spring 2016 |
| Evaluate electronic system and enhance as necessary<br>***Responsibility:*** VP Student Services, Manager, College Information Systems; VP, Academic Affairs, Academic Senate President<br>***Assessment Measure:*** Completed evaluation report<br>***Status:*** Ongoing | n/a | Fall 2014 | Ongoing |

## #1.11: Electronic Grade Change Forms

**Priority:  Level 4. D**
Develop an electronic grade change system for faculty.

**Rationale:**
• Eliminates labor-intensive paper-based system.
• Better serves student needs as well as faculty and staff resources.

**LAVC Educational Master Plan Goal Alignment:**  2, 4

**LAVC Technology Plan Goal Alignment:** 1, 2, 3, 5

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

| Accreditation Standards Alignment: III.C.1, III.C.1.a |
|---|

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Identify implementation team and determine functionality<br>***Responsibility:*** VP Student Services, Manager, College Information Systems; VP, Academic Affairs ; Faculty<br>***Assessment Measure:*** List of team members<br>***Status:*** Canceled the new district SIS system People Soft module live fall 2015 will not have this and there is not district initiative for this. Grades can be changed online before the final close date of the class. | n/a | Fall 2013 | Spring 2016 |
| Develop electronic system<br>***Responsibility:*** VP Student Services, Manager, College Information Systems; VP, Academic Affairs, Academic Senate President<br>***Assessment Measure:*** Completed database<br>***Status:*** Cancelled TPPC reported that the new SIS will not support this. The district still wants the same paper approval process for changing grades after the class closes | n/a | Spring 2014 | Spring 2016 |
| Evaluate electronic system and enhance as necessary<br>***Responsibility:*** VP Student Services, Manager, College Information Systems; VP, Academic Affairs, Academic Senate President<br>***Assessment Measure:*** Completed evaluation report<br>***Status:*** In process | n/a | Fall 2014 | Ongoing |

## #1.12: Electronic Absence Alert System

**Priority: Level 4. A**
Develop an online absence alert system. This system will allow faculty to access the system remotely to report an absence. In addition, it will alert students to class cancellations.

**Rationale:**
• Eliminates labor-intensive paper-based system.
• Better serves student needs.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 3, 5

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1, III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Identify implementation team and determine functionality<br>**Responsibility:** VP Student Services, Manager, College Information Systems; VP, Academic Affairs ; Faculty<br>**Assessment Measure:** List of team members<br>**Status:** Completed new district SIS system will address this. SIS modules will be progressively rolled out district wide each semester. | n/a | Fall 2013 | Spring 2016 |
| Develop electronic system<br>**Responsibility:** VP Student Services, Manager, College Information Systems; VP, Academic Affairs, Academic Senate President<br>**Assessment Measure:** Completed database<br>**Status:** Development completed.TPPC will provide information on when the new district SIS class schedule module will address online absence alerts or class cancellations. | n/a | Spring 2014 | Spring 2016 |
| Evaluate electronic system and enhance as necessary<br>**Responsibility:** VP Student Services, Manager, College Information Systems; VP, Academic Affairs; Technology Committee<br>**Assessment Measure:** Completed evaluation report<br>**Status:** This will be included of ongoing evaluation of new district SIS system | n/a | Fall 2014 | Ongoing |

**#1.13: Automatic Forwarding Feature for Faculty/Staff Emails**

**Priority: Level 3. B**

Develop an automatic forwarding system for emails. This will allow faculty (especially adjuncts) to forward LAVC emails to a personal email account.

**Rationale:**
- Allows faculty to receive emails in a personal centralized location.
- More convenience.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 3, 5, 6

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Develop forwarding feature for email<br>***Responsibility:*** Manager, College Information Systems;<br>***Assessment Measure:*** Forwarding feature<br>***Status:*** Cancelled. TPPC reports this is cancelled per district policy. | n/a | Spring 2013 | Spring 2013 |
| Notification to faculty and staff of availability of feature<br>***Responsibility:*** Mgr. College Information Systems; Professional Development Director<br>***Assessment Measure:*** Number of faculty and staff using feature<br>***Status:*** | n/a | Spring 2013 | Spring 2013 |

**#1.14: Expansion of Outlook Out-of-Office Feature**

**Priority: Level 4. G**
Assure that the Out-of-Office feature in Outlook works consistently.

**Rationale:**

- Out-of-Office notifications need to be available to faculty, staff, and students throughout the year and accessible from off-campus locations.
- More convenience.

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**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 3

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1

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| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Develop out of office forwarding feature for email<br>***Responsibility:*** Manager, College Information Systems;<br>***Assessment Measure:*** Forwarding feature completed<br>***Status:*** Completed | n/a | Spring 2013 | Spring 2013 |
| Notification to faculty and staff of availability of feature<br>***Responsibility:*** Mgr. College Information Systems; Professional Development Director<br>***Assessment Measure:*** Announcement<br>***Status:*** Email notification from PD director every semester | n/a | Spring 2013 | Fall 2014 |

**#1.15: Enhanced Spam Filter**

**Priority: Level 4. M**
Implement a stronger spam filter to stop unwanted email messages.

**Rationale:**

- Faculty and staff are constantly bombarded with spam.

- Responses to the spam create more IT problems.

| | |
|---|---|
| **LAVC Educational Master Plan Goal Alignment:** 4 | |
| **LAVC Technology Plan Goal Alignment:** 6 | |
| **District Technology Plan Goal Alignment:** Infrastructure, Productivity | |
| **Accreditation Standards Alignment:** | |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Implement stronger spam filter<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Less spam<br>***Status:*** Ongoing | n/a | Spring 2012 | Spring 2012 |

### #1.16: Promote EduStream Service to Faculty and Staff

**Priority: Level 2. T**
EduStream offers a centralized server that allows faculty to upload and embed their own instructional/information videos.

**Rationale:**
- Faculty need a dedicated space for storing digital material.

| |
|---|
| **LAVC Educational Master Plan Goal Alignment:** 4 |
| **LAVC Technology Plan Goal Alignment:** 4, 6, 7 |
| **District Technology Plan Goal Alignment:** Infrastructure, Productivity |
| **Accreditation Standards Alignment:** III.C.1, III.C.1a, III.C.1d |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Create information web page with EduStream (3Cmedia) instructions<br>***Responsibility:*** DE Trainer<br>***Assessment Measure:*** Creation of web page and Training sessions<br>***Status:*** Completed. EduStream promotion took place through 2014. Vendor has replaced system with 3Cmedia | n/a | April 2012 | June 2012 |

## 2. Technical Support

"Tech Support – This concerns staffing to maintain and expand the college's technology infrastructure. The updated plan will address recommended levels of staffing.

**Introduction:** The importance of technology and its heavy reliance in the educational environment means that actions in the support of that technology should be of great weight.   In today's world, technology permeates every aspect of our day.  From an instructional perspective the reliance on technology extends from how students enroll in classes to how instructional material is created to how students interact with professors. From a non-instructional perspective technology is used for everything from how paychecks are distributed to how staff members communicate. Los Angeles Valley College relies on the proper usage of technology by its staff, students and faculty in support of its core mission of providing a quality education. Technical support is the attempt to help users solve the technical issues created by their use and reliance on technology.  It is important for the college to define its requirements for technical support, to define the application of support, and understand the obligations for how support is rendered.

**What Is Technical Support:**  In general, technical support as it relates to technology is the answering of questions and resolving of problems encountered by users within an organization. For the college this means support of the usage of core applications such as email and printing, support of microcomputer and server systems and guidance of how to properly utilize technology in support of education. Technical computer support at the college comes in the form of a helpdesk. The helpdesk is the bridgehead for the college information technology department to provide answers to questions and render technology support.

Examples of Technical Support in a College Environment

- Break fix of desktop computer systems
- Configuration of educational systems
- Maintenance of student financial application systems
- Maintenance and deployment of phones and emails

**Requirements of Technical Support:**  The proper application of technical support requires the necessary structure to render that support. This structure can be defined to include the number of technicians staffing a help desk, the level of expertise of those staff and how technical support is rendered. Technical support within Los Angeles Valley College is provided by means of a help desk where technology staff provides support.

The recommended minimum technology support staffing levels for the college according to the Gartner TCO Model used by the state of California Chancellor's office is 78.2 FTE and the college is currently at 21 FTE. This represents a gap of 57.2. These levels defined by the state are an attempt to provide the minimum work hours necessary to provide technology support. Future technology staffing decisions should be based on these levels with the understanding that without enough IT staff minimum support agreements cannot be maintained.

The level of expertise needed for a help desk will depend on the type of support rendered. Generally many help desks will operate in a tiered structure where basic support is provided by the least knowledgeable staff and more advanced support is provided by senior staff. These tiered structures allow for the most qualified employees to leverage their expertise in an appropriate manner. It is recommended that a similar concept utilized at the college.

How technical support is rendered is an important aspect of a help desk's function. Technical support can be provided through many means, such as in person, over the phone, and via electronic communication. The means for providing support can help define the need for staffing and expertise within a help desk.

**Obligation for Support:** Irrespective of how technical support is provided, the basis of that support should be one in which correct technology solutions are provided in an atmosphere of customer service. Customer service can be defined as "the ability to provide a service or product in the way that it has been promised". [http://www.customerservicemanager.com/definition-of-customer-service.htm]. The setting of expectations through service level agreements or other similar mechanisms is a fundamental component of IT Help Desk support. Through this and similar practices technical support can be rendered in line with the college mission statement and policies.

## Technical Support Recommendations

**#2.1: Enhance Work and Service Order System**

**Priority: Level 2. H**
Enhance the work and service order (WSO) for more timely follow-up communication to confirm satisfactory completion of service repair.

**Rationale:**
• Promotes better usage and scheduling of IT resources in all affected educational environments.

- Allows departments and labs to make informed choices about priority of request, availability of technology, and usage.
- Provides for ongoing review and adjustments of WSO process to provide improved educational support services and communication.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 3, 5, 6

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1, III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Enhance work and service order tracking system for more timely follow-up communication<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Estimated completion date field<br>***Status:*** WSO feature incorporated but requires more frequent updates | 2005, 2012 | Fall 2005 | Complete |
| Create report that shows how many WSOs are submitted and completed within a specified time frame<br>***Responsibility:*** Manager, College Information Systems; Technology Committee<br>***Assessment Measure:*** Monthly report to Technology Committee to verify accuracy.<br>***Status:*** In progress - Current system reports are inaccurate. Recommend changing new district WSO system. | 2005, 2012 | Summer 2012 | Summer 2012 |
| Create demo to chairs, directors, and deans for review<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Completed demo video<br>***Status:*** Cancelled – no longer relevant to campus needs | 2005, 2012 | Fall 2012 | Fall 2012 |
| Conduct a systematic phone survey to rate customer satisfaction<br>***Responsibility:*** Manager, College Information Systems; Chairs and Directors | 2005, 2012 | Fall 2011 | Ongoing |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| **Assessment Measure:** Conduct Internal Bi -monthly IT Review using online survey. <br> **Status:** In Progress | | | |

#2.2: Increase IT Staffing

**Priority: Level 2. A**
Enhance IT staff capability and availability to maintain and improve support of LAVC campus technology environment.

**Rationale:**
- Expanded IT staff and training effectively delivers and improves efficiency of campus technology resources.
- Provides quality control and assurance to users – faculty, students, staff, and administration – of classroom and administrative technologies.
- Expanded, central help desk operations would improve customer service to students, faculty, staff, and administration.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 3, 4, 5, 6

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1, III.C.1.a, III.C.2

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Hire additional IT staff <br> **Responsibility:** Manager, College Information Systems; V.P. Administrative Services <br> **Assessment Measure:** Number of new hires | 2005, 2012 | Fall 2012 | Spring 2013 |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| *Status:* Moratorium in place – will need committee approval | | | |
| Provide continual cross- training of IT staff to better follow-up and support IT managers<br>*Responsibility:* Manager, College Information Systems<br>*Assessment Measure:* Number of training sessions completed<br>*Status:* IT conducts regular cross- training of systems | 2005, 2012 | Fall 2005 | Ongoing |
| Review ADA/508 issues with IT staff during training<br>*Responsibility:* Manager, College Information Systems; Services for Students with Disabilities<br>*Assessment Measure:* Number of training sessions<br>*Status:* | 2005, 2012 | Fall 2013 | Ongoing |
| Expand existing IT help desk services, including service hours and centralized location<br>*Responsibility:* Manager, College Information Systems<br>*Assessment Measure:* A shift B shift hours posted; Designated centralized locations<br>*Status:* Completed | 2005, 2012 | Fall 2008 | Summer 2012 |
| Create student IT help desk trainee program<br>*Responsibility:* Manager, College Information Systems; Student Services; Academic Affairs<br>*Assessment Measure:* Dedicated staff on student help desk<br>*Status:* | 2005, 2012 | Fall 2015 | Fall 2015 |

**#2.3: Macintosh Support**

**Priority: Level 2.I**
Provide adequate and reasonable hardware, software, and on-campus equipment support for non-PC (i.e. Macintosh) hardware/software platforms based on departmental and educational needs.

**Rationale:**
• Certain departments have industry standards that require Mac usage.
• As an educational institution, multi-platforms must be supported and modeled.

- Recommendation supports the LAVC goal of providing student, faculty, and staff access to content-relevant technology and establishes an effective resource management path for these departments.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 3, 4, 6, 7

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1, III.C.1.a, III.C.1.b, III.C.1.c

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Provide Mac cross-training of IT staff<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Number of meetings conducted; Centralized documentation posted<br>***Status:*** | 2005, 2012 | Spring 2010 | Ongoing |
| Inventory Macintosh-specific hardware/software campus-wide as well as Mac-PC compatible equipment<br>***Responsibility:*** Manager, College Information Systems Dept. Chairs Mac Users<br>***Assessment Measure:*** Inventory Report<br>***Status:*** | 2005, 2012 | Summer 2011 | Ongoing |
| Develop and distribute an upgrade schedule for hardware and software<br>***Responsibility:*** Manager, College Information Systems V.P. Administrative Services<br>***Assessment Measure:*** Distributed schedule of preferred computer upgrades<br>***Status:*** | 2005, 2012 | Fall 2012 | Spring 2013 |
| Integrate Mac-PC compatibility where appropriate when purchasing hardware accessories<br>***Responsibility:*** Manager, College Information Systems Dept. Chairs<br>***Assessment Measure:*** Identification of compatibility features<br>***Status:*** | 2005, 2012 | Spring 2010 | Ongoing |

## #2.4: Campus IT Status Presentations

**Priority: Level 3. E**
Establish and conduct ongoing IT status report and presentation for administration, faculty, and staff regarding plans and projects.

**Rationale:**
- Promotes awareness of IT project developments at LAVC.
- Allows for broader response and consideration of IT impact for all campus constituencies.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 5

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Hold an IT town hall meeting each semester for entire campus population to discuss plans / projects and IT issues<br>***Responsibility:*** Manager, College Information Systems; V.P. Administrative Services<br>***Assessment Measure:*** Number of town hall meetings and attendance<br>***Status:*** Ongoing – Fall 2014 IT held presentations on Opening Day in the Fall and Tech Fest in the Spring. This will occur annually starting Fall 2015. | 2005, 2012 | Fall 2013 | Ongoing |

## #2.5: Campus-wide Electronic Room Reservation System

**Priority: Level 3. G**

Consolidate the three (3) separate room reservation systems (Master Calendar, President's Conference Room, and Maintenance and Operations) into a unified searchable database that can be used by faculty and staff to effectively book rooms.

**Rationale:**
- A unified system will make use of space more effective.
- One system will increase productivity and convenience.

LAVC Educational Master Plan Goal Alignment:  4

LAVC Technology Plan Goal Alignment: 5

District Technology Plan Goal Alignment: Infrastructure, Productivity

Accreditation Standards Alignment: III.C.1

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Modify existing database<br>***Responsibility:*** Manager, College Information Systems; Master Calendar, President's Office, Maintenance and Operations<br>***Assessment Measure:*** Completed database<br>***Status:*** EMS LITE used by Master Calendar doesn't allow noting conditions (food, setup, etc.) crashes, and is not practical, so paper still used. Pres. Conf. Room RSVP'd by Maggie Lopez & Roxy Zamora using Microsoft Outlook Calendar.Tech Chair will contact TPPC to see if new district SIS may have this function. | 2012 | Fall 2013 | Ongoing |
| Train faculty and staff to use the database<br>***Responsibility:*** Professional Development Center<br>***Assessment Measure:*** Number of people trained and using the modified database<br>***Status:*** Prof. Dev. Wanted a system like what is used at Trade Tech, but not yet implemented. Dependent on SIS system may need to revisit in the future. | 2012 | Spring 2014 | Ongoing |

### #2.6: Computer Protection Training

**Priority: Level 3. H**

Conduct workshops each semester and publish procedures for implementing computer protections (such as anti-virus, email filters, spam blocking, spyware, storage backups, etc.) for faculty and staff through IT or the Professional Development Center (using NetG or other similar training program).

**Rationale:**

•  Faculty and staff security training and procedure awareness will reduce unwanted and/or malicious programs and improve overall data security.

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**LAVC Educational Master Plan Goal Alignment:**  4

**LAVC Technology Plan Goal Alignment:**  4, 5, 8

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1, III.C.1.a, III.C.1.c

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| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Create and promote technology workshop for faculty and staff per semester that includes topics such as anti-virus, email filters, spam blocking, spyware, storage backups<br>***Responsibility:*** Manager, College Information Systems;<br>***Assessment Measure:*** IT participation in semi-annual Tech Fest<br>***Status:*** This item 2.6 is overlapping with the item 4.1, 4.2 and 4.3 of Technology plan. We will have our workshops in the faculty flex days. We will develop the "how to" procedure either in pdf or video format to assist faculty/staff for computer protections. Goal is for IT to host at least 1 training session per semester. | 2005, 2012 | Fall 2010 | Ongoing |
| Publish and make available online all email protection procedures for faculty and administrative usage<br>***Responsibility:*** Manager, College Information Systems; Web<br>***Assessment Measure:*** Number of faculty participating in Share point site | 2005, 2012 | Summer 2010 | Ongoing |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| *Status:* Share point site created to provide information (No other info since Dec. 2012). | | | |

### #2.7: On-Campus Network Protection

**Priority: Level 3. I**
Investigate protection from internal, on-campus security attempts on network for either student system; or administrative server.

**Rationale:**
• Protection of student and administrative records remains the highest concern of the campus and district wide administration; continual monitoring and updating of security is critical to integrity of LAVC operations.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 6, 8

**District Technology Plan Goal Alignment:** Infrastructure

**Accreditation Standards Alignment:** III.C.1.c

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Review and conduct ongoing internal threat analysis of student and administrative servers<br>*Responsibility:* Manager, College Information Systems V.P. Administrative Services<br>*Assessment Measure:* Audit reporting and security system<br>*Status:* Deployed management servers to monitor LAVC servers | 2005, 2012 | Fall 2005 | Ongoing |
| Implement necessary countermeasures to assure highest internal data security<br>*Responsibility:* Manager, College Information Systems V.P. Administrative | 2005, 2012 | Fall 2005 | Ongoing |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Services<br>***Assessment Measure:*** Identification of measures<br>***Status:*** Deployed new firewall and access list to segment the network | | | |

### #2.8: Emergency Technology Plan

**Priority: Level 3. J**
Create a technology emergency plan that includes off-site data network recovery and timely infrastructure hardware replacement funding for operations.

**Rationale:**
• Campus data and operations must be able to survive major physical disaster or on-campus security event.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 5, 6, 8

**District Technology Plan Goal Alignment:** Infrastructure

**Accreditation Standards Alignment:** III.C.1.c

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Establish reserve funding for technology replacement (critical network infrastructure) in the event of major on-campus disaster<br>***Responsibility:*** Manager, College Information Systems V.P. Administrative Services<br>***Assessment Measure:*** Establishment of line item<br>***Status:*** In Progress Equipment necessary for plan are mostly in place some | 2005, 2012 | Fall 2013 | Fall 2016 |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| changes have not been made & could be revised by new VP of Admin. TPPC & DTC are creating district wide system for recovery from a variety of funding sources including Measure J. | | | |
| Finalize and implement remote network operations off- campus to adequately protect data and enable rapid re-connection and restart of operations<br>***Responsibility:*** Manager, College Information Systems V.P. Administrative Services<br>***Assessment Measure:*** District servers established<br>***Status:*** LAVC maintains several servers at LACCD for district recovery. Back up District server will be installed at LAVC. TPPC analyzing most efficient way to increase connectivity for the entire district. | 2005, 2012 | Spring 2014 | Fall 2015 |
| Establish connection of cable modem as backup inside the Emergency Command Center (M&O) for network<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Backup system in place<br>***Status:*** | 2005, 2012 | Spring 2014 | Fall 2015 |
| Coordinate with general campus emergency action plan to study possible impacts of technology outage<br>***Responsibility:*** V.P. Administrative Services; IT Manager<br>***Assessment Measure:*** Number of meetings held<br>***Status:*** Ongoing | 2005, 2012 | Spring 2014 | Fall 2015 |

### #2.9: Security Reporting

**Priority: Level 3. K**
Create a reporting process that assures effectiveness of security training programs and procedures.

**Rationale:**
- Establishes evaluation and accountability for effectiveness of workshops, security training and reporting procedures.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 8

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1.b

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Establish reports that show institutional participation in faculty / staff security training<br>***Responsibility:*** Manager, College Information Systems; Professional Development; V.P. Administrative Services<br>***Assessment Measure:*** Evaluation of reports<br>***Status:*** | 2005, 2012 | Fall 2013 | Ongoing |

# 3. Educational Technology

**Introduction**

Los Angeles Valley College is committed to student retention and success. To that end, the college strives to identify and implement the most effect educational technology available. New educational technologies are being developed and introduced at a rapidly expanding rate. Consequently the college needs to maintain an up-to-date approach to discover, share information about existing technologies, purchase, introduce, and maintain a wide variety of sound educational technology. This section explains our strategy for this process.

# Educational Technology Recommendations

### #3.1: Incorporate educational technologies for various learning/teaching styles

**Priority: Level 2.0**

LAVC is committed to effectively implementing educational technology for the entire campus. We need to identify the hardware, equipment, software, and 3-D capabilities that would be useful for incorporating educational technology into our teaching.

**Rationale:**

- Students learn in different ways. Faculty need to address various learning styles by incorporating technology that appeal to the visual, auditory, and kinesthetic modalities.
- Educational technology can give faculty new and exciting ways of delivering content and engaging students.

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**LAVC Educational Master Plan Goal Alignment:** 1, 4

**LAVC Technology Plan Goal Alignment:** 1, 7

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure

**Accreditation Standards Alignment:** II.A.1.b, II.A.2.d, III.C.1

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| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Survey faculty to identify the educational technology that <u>meets their instructional needs</u><br>***Responsibility:*** Professional Development Director<br>***Assessment Measure:*** Tabulated results of the 2015 Technology survey<br>***Status:*** Tech Survey results were collected in spring 2015; PD survey results will be available end of spring 2015 | 2012 | Fall 2012 | Ongoing |
| Identify best practices regarding technology from other campuses<br>***Responsibility:*** Professional Development Director; VPs, Manager, College Information Systems, Department Chairs<br>***Assessment Measure:*** Professional Development courses or campus wide communications on best practices.<br>***Status:*** LAVC Technology committee & IT Manager  is represented and reports back from  TPPC and DTC | 2012 | Fall 2012 | Ongoing |
| Incorporate departmental requests into Technology Annual Plans and Program Review<br>***Responsibility:*** Department Chairs<br>***Assessment Measure:*** Program review prioritization<br>***Status:*** Requests for  technology will be made through program review in cycle 3 (2015) | 2012 | Fall 2012 | Ongoing |
| Ensure that all new technology meets with IT standards<br>***Responsibility:*** Manager, College Information Systems; Department Chairs, Faculty members<br>***Assessment Measure:*** Approved PO<br>***Status:*** IT sets standards and signs off on all purchases | 2012 | Fall 2012 | Ongoing |
| Publicize available technologies and conference opportunities<br>***Responsibility:*** Professional Development Director<br>***Assessment Measure:*** Published list<br>***Status:*** Done via email and posted on PD website | 2012 | Fall 2012 | Ongoing |
| Recommend funding priorities of new technology<br>***Responsibility:*** Technology Committee<br>***Assessment Measure:*** Technology Committee Priority ranking of Tech requests in Program Review<br>***Status:*** Program review requests will be ranked in cycle 3 | 2012 | Spring 2013 | Ongoing |

## #3.2: Expand availability of high speed internet for all classrooms and non-class room areas

**Priority:  Level 2. D**

Internet capability is limited in some classrooms. As a result, digital media resources available for use in the classroom, including EduStream, Intelecom, and Video-on-Demand, cannot be integrated into course curriculum.

**Rationale:**

- Provides improved instruction.
- Creates a more stimulating classroom experience leading to higher success and retention rates.

**LAVC Educational Master Plan Goal Alignment:**  1, 4

**LAVC Technology Plan Goal Alignment:** 1, 2, 3, 7

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure

**Accreditation Standards Alignment:** II.A.1.b, II.A.2.d, III.C.1

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Survey existing classrooms to determine technological readiness<br>***Responsibility:*** Manager, College Information Systems; faculty<br>***Assessment Measure:*** Survey results<br>***Status:*** | 2012 | Fall 2012 | Fall 2012 |
| Survey faculty to determine level of readiness for use of internet media<br>***Responsibility:*** Professional Development Director<br>***Assessment Measure:*** Survey results<br>***Status:*** | 2012 | Fall 2012 | Fall 2012 |
| Upgrade classrooms to enhance their technological readiness<br>***Responsibility:*** Manager, College Information Systems;<br>***Assessment Measure:*** Number of classrooms improved | 2012 | Spring 2013 | Spring 2013 |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| *Status:* | | | |
| Offer training sessions regarding digital media such as EduStream and Video on demand<br>*Responsibility:* Professional Development Director<br>*Assessment Measure:* Number of training sessions offered<br>*Status:* | 2012 | Fall 2011 | Ongoing |

**#3.3: Increase Wi-Fi availability and bandwidth in older non-classroom areas to ensure campus high speed internet access throughout the campus**

**Priority: Level 2. E**

With the dramatic increase of the use of portable computing tools such as laptops, smart phones, and iPads, members of the LAVC community expect and need the ability to connect to the internet in all parts of the campus.  Internet access and bandwidth needs to be expanded. Access also needs to be consistent and continuous for at least the length of an entire class.

**Rationale:**

- All departments in all areas of the campus need access to internet.
- All committees need access to documents and information from internet sites such as the LAVC website to conduct meetings.
- All students need a connection to internet to have access to campus and class resources.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 3, 7

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure

**Accreditation Standards Alignment:** II.A.1.b, II.A.2.d, III.C.1, III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Investigate andtest all areas of the campus for Wifi connectability and bandwith<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Review of final report<br>***Status:*** | 2012 | | Fall 2012 |
| Expand WiFi and bandwith throughout campus and fix WiFi access in buildings where availability is inconsistent<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Final report<br>***Status:*** | 2012 | Fall 2013 | Spring 2013 |
| Reset WiFi time restrictions to allow for WiFi access for entire length of class<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Increased time<br>***Status:*** | 2012 | Summer 2012 | Summer 2012 |
| Continual evaluation of Wi-Fi connect ability and bandwidth<br>***Responsibility:*** Manager, College Information Systems; Department Chairs, Faculty<br>***Assessment Measure:*** Testing reports and feedback from college community<br>***Status:*** | 2012 | Fall 2013 | Ongoing |

### #3.4: Implement use of e-portfolios for students and staff

**Priority:  Level 4. J**
E-portfolios are a valuable online tool that learners, faculty, and institutions can use to collect, store, update, and share information.

**Rationale:**
- E-portfolios allow students to reflect on their learning, communicate with instructors, document credentials, and provide potential employers with examples of their work.
- Faculty use teaching e-portfolios to easily capture and share teaching and learning methods, both to advance pedagogy and for promotions and tenure.

- Colleges and universities use institutional e-portfolios to provide accessible, persistent collections of data, analyses, and samples of student and faculty achievement that demonstrate institutional success

**LAVC Educational Master Plan Goal Alignment:** 1, 2, 4

**LAVC Technology Plan Goal Alignment:** 1, 2, 3, 4, 5, 7

**District Technology Plan Goal Alignment:** Learning, Assessment, Teaching, Infrastructure, Productivity

**Accreditation Standards Alignment:** I.B.3, II.A.1.b, II.A.2.d, III.A.5, III.C.1

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Identify vendors<br>**Responsibility:** Manager, College Information Systems; Faculty workgroup<br>**Assessment Measure:** Review of final report<br>**Status:** Cancelled – LAVC using Portal, Haiku sites and new District Email with access to office 365 and Onedrive cloud storage. | 2012 | Fall 2013 | Fall 2013 |
| Make recommendations to shared governance committees<br>**Responsibility:** CDEC<br>**Assessment Measure:** Recommendation motion<br>**Status:** | 2012 | Spring 2014 | Spring 2014 |
| Pilot program<br>**Responsibility:** Select faculty<br>**Assessment Measure:** Evaluation results<br>**Status:** | 2012 | Spring 2014 | Spring 2014 |
| Campus wide roll out<br>**Responsibility:** Department chairs and faculty<br>**Assessment Measure:** Number of faculty and students using the portfolio system<br>**Status:** | 2012 | Fall 2015 | Fall 2015 |

**#3.5: Open Educational Resources:**

**Priority:  Level 4. I**

Open Education Resources (OER) are teaching and learning materials freely available online for everyone to use, including instructors, students, and self-learners. Examples of OER include: full courses, course modules, syllabi, lectures, homework assignments, quizzes, lab and classroom activities, pedagogical materials, games, simulations, and many more resources contained in digital media collections from around the world.

**Rationale:**

- A culture of sharing resources and practices will help facilitate change and innovation in education.
- The District plans to implement an OER site for campus use.

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**LAVC Educational Master Plan Goal Alignment:** 1, 2, 4

**LAVC Technology Plan Goal Alignment:** 1, 2, 3, 4, 5, 7

**District Technology Plan Goal Alignment:** Learning, Assessment, Teaching, Infrastructure, Productivit

**Accreditation Standards Alignment:** II.A.2, II.A.2.d, III.A.5

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| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Coordinate with District for access to OER site<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Number of instructors contributing/using OER material<br>***Status:*** Tabled - Will contact Jorge M at District on status of this project. | 2012 | Fall 2013 | Fall 2014 |

### #3.6: Develop an LAVC App

**Priority: Level 3. F**

The LAVC app will allow students and faculty access to important information including deadlines, emergency alerts, email functionality, class registration, grades, view schedule of classes, and access to appropriate departmental information.

**Rationale:**
- College information is more accessible through the use of mobile devices.

LAVC Educational Master Plan Goal Alignment: 1, 2, 4

LAVC Technology Plan Goal Alignment: 1, 2, 3, 4, 5, 7

District Technology Plan Goal Alignment: Learning, Infrastructure, Productivity

Accreditation Standards Alignment: II.A.6, II.B.3.a, III.C.1

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Identify features and material to include on the app *Responsibility:* Manager, College Information Systems; Faculty; Department Chairs and Directors; VP, Student Services; VP Academic Affairs; Webmaster *Assessment Measure:* Checklist of features *Status:* Complete. NOTE. Request for proposal was developed by Mobil App workgroup. | 2012 | Fall 2013 | Fall 2013 |
| Develop app *Responsibility:* Manager, College Information *Assessment Measure:* Final design *Status:* Will investigate people soft solution supplying app for SIS | 2012 | Spring 2014 | Spring 2014 |
| Ensure mobile friendly college website *Responsibility:* Manager, College Information, Web Designer, PR Systems; outside developers; Webmaster *Assessment Measure:* Focus group approved *Status:* Release of new CMS and design | 2012 | Fall 2014 | May 2015 |
| Implement app *Responsibility:* Manager, College Information Systems; VP, Student Services; VP Academic Affairs; Webmaster *Assessment Measure:* Usage figures *Status:* Dependent on previous action item | 2012 | Fall 2014 | Fall 2015 |

**#3.7: Tablet Access for Instructors:**

**Priority: Level 4. H**
Tablets will be made available for instructors to use through the Instructional Media Services Department.

**Rationale:**
- Tablets point to a new era in teaching: providing a mobile, easy to use educational tool that is engaging for learners.
- The use of tablets allow for contextual learning.

**LAVC Educational Master Plan Goal Alignment:** 1, 2, 4

**LAVC Technology Plan Goal Alignment:** 1, 2, 3, 4, 5, 7

**District Technology Plan Goal Alignment:** Learning, Assessment, Teaching, Infrastructure, Productivity

**Accreditation Standards Alignment:** II.A.1.b, II.A.2.d, III.C.1

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Purchase tablets<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Number of tablets purchased<br>***Status:*** Complete | 2012 | Fall 2014 | Fall 2014 |
| Distribute tablets to interested faculty<br>***Responsibility:*** Manager, College Information Systems; IMS<br>***Assessment Measure:*** Number of instructors contributing/using tablets<br>***Status:*** Tablets available but underutilized. Instructor participation has not been positive. More training may help. | 2012 | Spring 2015 | Spring 2015 |

**#3.8: Anti Plagiarism Software:**

**Priority:  Level 4. F**

This software application ensures original work by checking submitted papers against 20+ billion web pages, 220+ million student papers and leading library databases and publications.

**Rationale:**

- Cuts down on plagiarism

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 7

**District Technology Plan Goal Alignment:** Learning, Assessment, Teaching, Productivity

**Accreditation Standards Alignment:** II.A.1, II.A.2

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Purchase software<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Software license purchased<br>***Status:*** Canceled. Recommendation not supported by Academic senate | 2012 | Fall 2014 | Fall 2014 |
| Make software available to faculty<br>***Responsibility:*** Manager, College Information Systems; IMS<br>***Assessment Measure:*** Number of instructors using software<br>***Status:*** TABLED – no funding. On hold | 2012 | Spring 2015 | Spring 2015 |
| Train faculty on use<br>***Responsibility:*** Professional Development Center Director<br>***Assessment Measure:*** Number of instructors trained<br>***Status:*** TABLED – no funding. On hold | 2012 | Spring 2015 | Spring 2015 |

**#3.9: Hire Instructional Designer**

**Priority: Level 4. E**

An Instructional Designer will assist faculty members in the design/development of effective courses including instructional web-based content, web-based interactive exercises, assessments, and online communications.

**Rationale:**

- Assist faculty with incorporating technology into the classroom.
- Enhances student engagement which can increase success and retention.

**LAVC Educational Master Plan Goal Alignment:** 1, 4

**LAVC Technology Plan Goal Alignment:**  4, 7

**District Technology Plan Goal Alignment:** Learning, Assessment, Teaching, Productivity

**Accreditation Standards Alignment:** II.A.1.b, II.A.2.d, III.C.1

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Hire an instructional designer<br>***Responsibility:*** Faculty, Manager, College Information Systems, Dean Virtual Valley<br>***Assessment Measure:*** New hire<br>***Status:*** On hold. Level 4 priority. Looking at other alternatives. | 2012 | Fall 2015 | Fall 2015 |

**#3.10: Expand Online Tutoring**

**Priority: Level 4. C**

Expansion of online tutoring will allow greater access to non-traditional and traditional students to receive supplemental instructional support.

**Rationale:**

- Provides automated student support 24/7.

- Increases access to one-on-one tutoring remotely.
- Enhances student success and retention.

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**LAVC Educational Master Plan Goal Alignment:** 1, 2, 4

**LAVC Technology Plan Goal Alignment:** 1, 2, 3, 5, 7

**District Technology Plan Goal Alignment:** Learning, Assessment, Teaching,

**Accreditation Standards Alignment:** II.A.1.a, II.A.1.b, II.A.2.d

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| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Identify additional disciplines<br>*Responsibility:* Faculty, DE Trainer, VPAA<br>*Assessment Measure:* List of additional disciplines<br>*Status:* Tabled – no plan established. Tech chair will meet with new DE Coordinator to check on status | 2012 | Fall 2015 | Fall 2015 |
| Development of tutoring modules<br>*Responsibility:* Faculty, DE Trainer, VPAA<br>*Assessment Measure:* Number of modules completed<br>*Status:* | 2012 | Fall 2015 | Fall 2015 |
| Hire and train tutors<br>*Responsibility:* Faculty, DE Trainer, VPAA<br>*Assessment Measure:* Number of tutors hired and number of students using the system<br>*Status:* | 2012 | Spring 2015 | Ongoing |

**#3.11: Expand Online Counseling**

**Priority:  Level 1. F**

Expansion of online counseling will allow greater access to non-traditional and traditional students to receive supplemental academic advisement.

**Rationale:**
- Provides automated academic orientation 24/7.
- Increases access to one-on-one academic counseling remotely.
- Enhances student success and retention.

**LAVC Educational Master Plan Goal Alignment:** 1, 2, 4

**LAVC Technology Plan Goal Alignment:** 1, 2, 3, 5, 7

**District Technology Plan Goal Alignment:** Learning, Productivity

**Accreditation Standards Alignment:** II.B.1, II.B.3.a, II.B.3.c

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Train all counselors to conduct online advising<br>*Responsibility:* Counselors<br>*Assessment Measure:* List of counselors trained<br>*Status:* Pilot Program trained 4 counselors | 2012 | Fall 2012 | Spring 2014 |
| Promote service to students<br>*Responsibility:* Counselors, Registrar<br>*Assessment Measure:* Number of students using service<br>*Status:* 100 students using the service in the pilot program | 2012 | Spring 2014 | Ongoing |
| Counseling Dept. to expand online service<br>*Responsibility:* Counselors, Registrar<br>*Assessment Measure:* Number of students using service<br>*Status:* New Services added - Self-Serve Online Orientation, Self-Serve Online Advising, Self-Serve Online First Semester Probation Workshop, and Ask a Counselor form.<br>Future plans - Online Chat | 2012 | Spring 2014 | In progress |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
|  |  |  |  |

### #3.12: Comprehensive Wireless Mobile Strategy

**Priority: Level 3. A**
Develop a comprehensive wireless mobile strategy to address future growth of devices that incorporates security needs with accessibility needs.

**Rationale:**
- Allow for student and faculty access to more devices (tablets, cellphones, wireless computers and other devices)
- Better serve faculty and student needs.

**LAVC Educational Master Plan Goal Alignment:** 2, 4

**LAVC Technology Plan Goal Alignment:** 2, 3, 5

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1, III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Development of strategy<br>*Responsibility:* Manager, College Information Systems; Technology Committee<br>*Assessment Measure:* Distribution of policy and plan<br>*Status:* Completed | 2012 | Fall 2012 | Fall 2012 |
| Incorporate security feature on all mobile wireless devices<br>*Responsibility:* Manager, College Information Systems; Faculty and Staff<br>*Assessment Measure:* Number of devices with security feature | 2012 | Spring 2012 | Ongoing |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| *Status:* Authentication login and password required for all mobile devices on campus | | | |
| Continued evaluation of strategy<br>*Responsibility:* Manager, College Information Systems; Technology Committee<br>*Assessment Measure:* Completed evaluation report by HP engineering team May 2015<br>*Status:* Ongoing | 2012 | Fall 2012 | Ongoing |

### #3.13: Pilot LectureTools Subscription

**Priority:  Level 4. L**
Develop a pilot program to test LectureTools, a cloud-based application. Students using LectureTools through a cellphone/laptop, have access to organized lecture material with the ability to type notes associated with slides, ask questions digitally, respond to interactive activities, and book mark slides for further review.

**Rationale:**
- Increases student engagement.
- Allows students for participate in class with their own device.
- Allows students and instructors to access lecture material from anywhere.

**LAVC Educational Master Plan Goal Alignment:** 1, 2, 4

**LAVC Technology Plan Goal Alignment:**  2, 3, 5, 7

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure, Productivity

**Accreditation Standards Alignment:** II.A.2, II.A.2.d, III.A.5

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Identify pilot participants<br>**Responsibility:** Manager, College Information Systems; Department Chairs; Technology Committee<br>**Assessment Measure:** List of participants<br>**Status:** Cancelled – District offers District email with access to office 365 and One drive cloud storage. | 2012 | Fall 2014 | Fall 2014 |
| Purchase software<br>**Responsibility:** Manager, College Information Systems; Department Chairs<br>**Assessment Measure:** Software purchased<br>**Status:** | 2012 | Spring 2015 | Spring 2015 |
| Implement pilot<br>**Responsibility:** Manager, College Information Systems; Faculty Members<br>**Assessment Measure:** Results of pilot<br>**Status:** | 2012 | Spring 2015 | Fall 2015 |

### #3.14: Establish a laptop loaner program for students

**Priority: 4. N**
Establish a laptop loaner program for students.

**Rationale:**
- LAVC is committed to student success. A laptop loaner program will facilitate access to instructional materials and programs.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 4, 6

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1.a, III.C.1.d.

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Identify computers that can be used and purchase new computers<br>**Responsibility:** Department Chairs, IMS, Manager, College Information Systems<br>**Assessment Measure:** Number of available computers identified<br>**Status:** Cancelled | 2012 | Fall 2012 | Fall 2012 |
| Establish checkout procedures<br>**Responsibility:** Department Chairs; IMS<br>**Assessment Measure:** Written, developed procedures<br>**Status:** Cancelled | 2012 | Fall 2012 | Spring 2013 |
| Implement laptop loaner program<br>**Responsibility:** Department Chairs; IMS<br>**Assessment Measure:** Results of pilot Unmanageable -Theft, Loss, Damages  IT will not support<br>**Status:** Cancelled | 2012 | Spring 2013 | Ongoing |

## 4. Training

### Introduction

The digital age is here – we need to be sure that our employees are comfortable using technology and are aware of its possibilities to improve the quality of their own lives and our students. Training is a key component to reach that goal. Our commitment to ensuring a technologically literate workforce is demonstrated by funding a Professional Development Center with state-of-the-art equipment, a Media Services division, a Professional Development Director, and a Distance Education Coordinator/ Trainer.

## Training Recommendation

### #4.1: Technology Training for Faculty

**Priority:  Level 2. M**
Develop multiple methods to train faculty to utilize technology in their teaching.

**Rationale:**

- LAVC is committed to student retention and success. To meet diverse student needs, faculty need to rethink traditional delivery systems for instruction and learn the best ways to employ pedagogically sound technology.
- Student support services personnel and tutors need to be trained to deliver services to students virtually.
- Faculty need to understand how to use technology to improve the quality and variety of instructional delivery and to motivate and engage our students in face-to-face classrooms and in web-enhanced and fully online courses.

**LAVC Educational Master Plan Goal Alignment:**  1, 2, 3

**LAVC Technology Plan Goal Alignment:** 4, 6

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1, III.C.1.b, II.A.1.b, II.A.2.d, II.C.1.b

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Survey faculty to determine skill levels, find trainers, and identify needs<br>*Responsibility:* Professional Development Director<br>*Assessment Measure:* Survey results<br>*Status:* Survey written, was sent in May 2015 | 2005, 2012 | Fall 2006 | Ongoing |
| Train faculty to incorporate technology, such as Web 2.0 tools, in their classes through workshops and one-on-one tutorials<br>*Responsibility:* Professional Development Director, DE Coordinator/Trainer<br>*Assessment Measure:* Surveys, evaluations<br>*Status:* Workshops held at Opening Day, Tech Fest and throughout the year. | 2005, 2012 | Fall 2006 | Ongoing |
| Offer training on basic computer use, email, and the internet through workshops, resource guides, one-on-one and online tutorials<br>*Responsibility:* Professional Development Director<br>*Assessment Measure:* Surveys, self-evaluation of proficiency, usage of online tutorials<br>*Status:* Faculty: One-on-one tutorials<br>Staff: GMetrix software installed in the PDC | 2005, 2012 | Fall 2006 | Ongoing |
| Promote and fund conference attendance for sessions related to technology; share knowledge with colleagues<br>*Responsibility:* Professional Development Director, Professional Development; Advisory Committee; Classified Staff Development Committee; Professional Growth Committee<br>*Assessment Measure:* Number of faculty Conference Attendance Reports submitted<br>*Status:* Emails sent, list posted; Professional Growth and VTEA funds available | 2005, 2012 | Fall 2005 | Ongoing |
| Provide ongoing training to certify faculty to teach online and hybrid courses; enhance the quality of distance education instruction<br>*Responsibility:* Professional Development Director, DE Coordinator/Trainer<br>*Assessment Measure:* Number of faculty certified to teach online; Online faculty performance evaluations. Online Course SLO reports<br>*Status:* Certification no longer offered; faculty are referred to ETUDES for online training course.  DE Coordinator provides one-on-one help w/DE classes; Virtual | 2005, 2012 | Fall 2007 | Ongoing |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Valley provides resources and help. | | | |
| Offer faculty workshops on the correct methods of incorporating internet resources into student research papers and projects.<br>*Responsibility:* Professional Development Director; Library faculty<br>*Assessment Measure:* Number of training sessions and participants' evaluations<br>*Status:* Workshop offered on Opening Day 2014; training provided directly to students by Library faculty | | Fall 2005 | Ongoing |

### #4.2: Technology Training for Staff

**Priority: Level 2. N**

Develop and promote training opportunities for staff and administrators to meet the needs of novice, intermediate and advanced technology users in a variety of modalities, including face-to-face and online formats.

**Rationale:**

- Classified staff must become more technologically-literate and proficient to better meet student needs, provide quality customer service, serve as train-the-trainer models within their job classifications, and employ technology efficiently and effectively.
- All employees, including non-classified staff and administrators, should have the opportunity to improve their skills with technology in order to optimize the institutional efficiency and effectiveness of instructional program support and college services

**LAVC Educational Master Plan Goal Alignment:**  4

**LAVC Technology Plan Goal Alignment:** 4, 6

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1, III.C.1.a, III.C.1.b

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Provide training in Microsoft Office 2010 through workshops, Microsoft IT Academy, and resource guides; encourage staff to take the MOS certification test for a pay differential<br>Responsibility: Professional Development Director, Professional Development Advisory Committee; Classified Staff Development Committee<br>*Assessment Measure:* Number of classified staff who take and pass the Microsoft Office Specialist Certification test<br>*Status:* Training is offered on using software in the PDC and with the Microsoft IT Academy. Flyers sent to encourage staff to use these. Programs. | 2005 | Ongoing; 2010 training began Dec 2011 | Ongoing |
| Train personnel to use administrative systems, such as SAP, BW, Protocol<br>*Responsibility:* Professional Development Director<br>*Assessment Measure:* Number of sessions and participants; evaluations<br>*Status:* Several sessions have been held on purchasing, CMMS, ASSIST, etc. | 2005 | Ongoing | Ongoing |
| Provide training for IT staff to stay current with emerging technologies<br>*Responsibility:* Manager, College Information Systems; Professional Development Director<br>*Assessment Measure:* Attendance sheets, evaluations<br>*Status:* Periodically with District funding | 2005 | Ongoing | Ongoing |

### #4.3: IT Delivered Technology Training

**Priority: Level 2. R**
Develop workshops and how-to videos designed by the IT department on how to use standardized technology in the classroom and other areas.

**Rationale:**
- Faculty and staff often do not how to use the technology in the smart classrooms (DVD captioning, projector captioning).
- Faculty and staff often do not know what is available in terms of training.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 4, 5, 6, 7

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1, III.C.1.a, III.C.1.b

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Develop workshops delivered by IMS and IT<br>***Responsibility:*** Professional Development Director; Manager, College Information Systems<br>***Assessment Measure:*** Number of Workshops Twice a year at Tech Fest, not many people attend<br>***Status:*** Training on use of smart classrooms offered every term | 2012 | Fall 2012 | Ongoing |
| Develop training videos<br>***Responsibility:*** Manager, College Information Systems<br>***Assessment Measure:*** Number of videos<br>***Status:*** Ongoing- 6 videos have been created as of 2014. I.T. will review and update this list in 2015. | 2012 | Fall 2011 | Ongoing |

## 5. Section 508 Compliance

### Introduction

It is the policy of Los Angeles Valley College to make its institutional Web page information, online course material and online content accessible to persons with disabilities in order to provide them with equally effective communication through the Internet. Internet communication should be, to the extent possible, as effective for persons with disabilities as it is for persons without disabilities. Those communications shall include all information that departments, programs, faculty, staff, and to a great extent, students, present over the Internet. With that in mind, Internet content shall follow the guidelines as defined in Section 508 of the Rehabilitation Act, Subpart B, and where appropriate, Subpart C (http://www.section508.gov/index.cfm?FuseAction=Content&ID=12).

## Section 508 Compliance Recommendations

### #5.1: Disability Access Compliance

**Priority: Level 1, C**

Ensure that all purchases meet Section 508 compliance regulations. This includes electronics and information technology products such as software, computers, photocopiers, telecommunications, video and multimedia products.

**Rationale:**

- Allows LAVC to fulfill a primary mission of student access

**LAVC Educational Master Plan Goal Alignment:** 2, 4

**LAVC Technology Plan Goal Alignment:** 1, 2, 3

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure, Productivity

**Accreditation Standards Alignment:** II.A.2.d, II.B.3, III.C.1.c, III.C.1.d, III.C.2.

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Establish a technology line- item set aside that provides for the purchase of electronics and information technology products that meet disability requirements<br>***Responsibility:*** Department and/or BUG Group; Manager, College Information Systems; SSD Directors and chairs need to incorporate provisions in their annual plan for  purchasing this equipment on a regular basis.<br>***Assessment Measure:*** Technology plan module and policy<br>***Status:*** 2015-04-03 Line item tabled this issue will be addressed in the departmental annual plans and policy for purchase of technology Spring 2013 | 2005, 2012 | Fall 2012 | Ongoing |
| Identify departmental hardware, software, and multi- media  equipment for Section 508 review<br>***Responsibility:*** Dept. Chairs; Services for Students with Disabilities<br>***Assessment Measure:*** The IT List of Standard<br>***Status:*** 2015-04-03 IT has the minimum standards for all new hardware purchases (ex. Close caption projectors) Also disability related needs of students are addressed on an ongoing bases through SSD | 2005, 2012 | Spring 2013 | Spring 2014 |
| Evaluate and make recommendations to assure Section<br>***Responsibility:*** Dept. Chairs; Services for Students with<br>***Assessment Measure:*** Reports generated from the web site<br>http://www.buyaccessible.g<br>***Status:*** 2015-04-03 Work group established | 2005, 2012 | Fall 2013 | Ongoing |
| 508 compliance when purchasing/up- grading software/hardware purchase<br>***Responsibility:*** Disabilities Department and/or BUG Group; Manager, College Information Systems;<br>***Assessment Measure:*** Establish 508 compliance technology purchase policy<br>***Status:*** No procedure or trained SSD personnel available to ensure all purchases are 508 compliant. 2015-04-03 Tech Work group established and will meet spring 2015 | | | |
| Web based software for productivity (ex. Online appointment software) or communication (ex. LAVC web site) must  satisfy 508 requirements<br>***Responsibility:*** Department or BUG Group resources: Manager, College Information Systems; SSD; Web Designer<br>***Assessment Measure:*** All departmental purchases will include a list from vendor of how their software is 508 compliant and or can also provide 508 testing reports. | 2005, 2012 | Fall 2013 | Ongoing |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| New Page content for the LAVC web site must come with 508 testing reports.<br>**Status:** In progress – Process needed to ensure 508 compliance as new SIS or other software is acquired | | | |
| Provide annual training on policy<br>**Responsibility:** Prof Dev; VP Admin Servc; SSD; Tech Committee Chair<br>**Assessment Measure:** # of training session and attendees<br>**Status:** 2015-04-03 Tech Work group established and will meet spring 2015 | | Spring 2016 | Fall 2016 |

### #5.2: Improve Student Computer Labs

**Priority: Level 1, D**
Improve lab capabilities to cover ADA and 508 physical access compliance issues.

**Rationale:**

- Ensure proper compliance with ADA/Section 508 and interaction with DSPS, if needed regarding furniture, equipment placement.

**LAVC Educational Master Plan Goal Alignment:** 2, 3, 4

**LAVC Technology Plan Goal Alignment:** 2, 3

**District Technology Plan Goal Alignment:** Learning, Infrastructure, Productivity

**Accreditation Standards Alignment:** II.C.1.c, II.C.2, III.C.1

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Create checklist to review current lab technology for ADA and 508 compliance AND | 2005, 2012 | Fall 2012 | Spring 2015 |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Review annually for lab changes, ADA/508 access and technology needs of students with disabilities, and current maintenance issues<br>*Responsibility:* Manager, College Information Systems; Lab Assistants; Services for Students with Disabilities<br>*Assessment Measure:* Finalized checklist approved and implemented<br>*Status:* Checklist completed 2013. 2015-04-03 Checklist will be reviewed and updated | | | |

### #5.3: IT Staff Training for ADA Compliance Issues

**Priority: Level 1. E**
Develop opportunities for IT staff to stay current with emerging technologies and accessibility requirements.

**Rationale:**

- Provides for better infrastructure management and availability of technology resources.

**LAVC Educational Master Plan Goal Alignment:** 4

**LAVC Technology Plan Goal Alignment:** 3, 4

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Standards Alignment:** III.C.1.a, III.C.1.b, III.C.1.c

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Provide travel and conference monies for IT staff training needs when appropriate<br>*Responsibility:* Manager, College Information Systems; SSD | 2005, 2012 | Fall 2012 | Ongoing |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| *Assessment Measure:* Evidence of attending workshop; Conference attendance report must be filed with administration<br>*Status:* 2015-04-03 Webinars attended | | | |

## #5.4 Ensure 508 Compliance with all Classroom Material

**Priority: Level 1. B**
Ensure that all classroom audio visual material is 508 compliant. This includes material that is posted to the Learning Management System.

**Rationale:**

- Assures greater awareness and electronic accessibility compliance.

**LAVC Educational Master Plan Goal Alignment:** 2, 3, 4

**LAVC Technology Plan Goal Alignment:** 2, 3, 4

**District Technology Plan Goal Alignment:** Learning, Teaching, Productivity

**Accreditation Standards Alignment:** II.A.1.b, II.A.2.d, III.C.1, III.C.1.a

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Check for electronic accessibility issues on a annual basis<br>*Responsibility:* Department Chairs; DE Coordinator, Services for Students with Disabilities<br>*Assessment Measure:* Provide reports generated from 508 compliance review of software<br>*Status:* 2015-04-03 In progress. Tech Committee chair met with CDEC & Senate | 2005, 2012 | Fall 2012 | Ongoing |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Chair to address creating of formal procedure to review digital files on a Course management system. CDEC passed a motion to create a check list of 508 complaint items or standards for online instructors to use for all online classes. | | | |

## #5.5 Install Captioning Software for Faculty Use

**Priority: Level 1. A**

All classroom materials with audio needs to be captioned to comply with all laws (see section 5.4). Captioning software has been purchased but needs to be more available on a wide-spread basis.

**Rationale:**
- Satisfies legal requirements of Section 508.
- Promotes and assures student access to campus technology.
- Allows faculty members to caption themselves.

**LAVC Educational Master Plan Goal Alignment:** 2, 3, 4

**LAVC Technology Plan Goal Alignment:** 3

**LAVC Technology Plan Goal Alignment:** Learning, Teaching, Productivity

**Accreditation Standards Alignment:** II.A.1.b, II.A.2.d, III.C.1, III.C.1

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Install captioning software on Professional Development Center computers **Responsibility:** Mgr., College Information Systems; Professional Development Director **Assessment Measure:** Generate list with number of computers with captioning | 2005, 2012 | Spring 2012 | Spring 2012 |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| software installed.<br>***Status:*** Installed on seven computers | | | |
| Make captioning software available to faculty computers via the Symantec Software Portal automatic delivery system<br>***Responsibility:*** Mgr., College Information Systems<br>***Assessment Measure:*** Symantec Software Portal usage statistics.<br>***Status:*** | 2005, 2012 | Summer 2012 | Summer 2012 |

## 6. Funding

### Introduction

Technology planning is accomplished through institutional processes that allow the college to evaluate, plan, and improve our technology to meet our goals for student access and success. Planning processes address campus technology needs on a systematic basis through Program Review, Departmental Annual Plans, and Bond sponsored campus equipment purchases. However, while this planning takes place, there is limited dedicated funding to ensure that campus needs are met.

Most academic technology resources and services are distributed throughout the various cost centers. Funding them is a constant challenge as student and faculty demands for computing and network support continue to increase. While the bulk of the LAVC Technology Plan naturally addresses computer-based hardware, software, and support issues, there are numerous departments – including (but not limited to) Astronomy, Earth Science, Physical Education, Nursing, and Biosciences – which employ specific technologies that are not IT-based or IT-supported. Such technologies range from highly-sophisticated hardware (such as planetarium or chemical analysis equipment) to conventional educational support equipment such as video cameras, TV monitors, recording bays, and health care simulators. The educational support technologies required funding on a regular basis to meet departmental education needs. These types of equipment requests have traditionally included both major and minor purchases and upgrade issues.  In the past, the Block Grant process partially addressed these issues. Unfortunately, the college can no longer rely on block grant funding since it is no longer available.

Moreover, while FF&E money for new buildings has provided for increased equipment purchases, there is not enough dedicated staff to support these purchases. Exacerbating this problem is the lack of a line item in the budget to support technology, and the fact that generally the Technology Committee does not have input into the approval process for technology related equipment on campus.

## Funding Recommendations

**#6.1: Line-Item Set-Aside for Institutional Technology**

**Priority: Level 2, B**

The college should designate a yearly annual amount of at least 1% (estimated amount for 2012-2013 is $460,000) from the campus operating budget to address technology needs including software upgrades, equipment, and IT infrastructure.

**Rationale:**

- According to Campus Technology, for-profit colleges spend more than 10 percent of their operating budgets on technology infrastructure, while not-for-profits spend less than three percent.
- Offers greater institutional control and assurance for responding to and fulfilling technology requests – IT and non-IT hardware, software, and maintenance – at all levels of institution.
- Enhances institution's ability to fulfill its mandate as an academic leader within the community through appropriate technology implementation.

**LAVC Educational Master Plan Goal Alignment:** 1, 3, 4

**LAVC Technology Plan Goal Alignment:** 2, 3, 4

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Goal Alignment:** III.C.1, III.C.1.a, III.C.1.c, III.C.1.d

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Accept recommendation to establish an institutional set- aside in LAVC budget for institution technology needs **Responsibility:** Technology Committee; Shared Governance Committees Budget Committee **Assessment Measure:** Approved motion and establishment of fund **Status:** In progress- motion was presented to IEC. IEC requested additional specific information on actual and projected annual expenses before voting on motion. The requested information will be forwarded to IEC in Fall 2015. However, there were significant hardware purchases made in through Block Grants and software purchases were made through Prop 20 in 2014 – 2015. | 2005, 2012 | Fall 2012 | Fall 2015 |

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| President considers and approves recommendation<br>***Responsibility:*** President<br>***Assessment Measure:*** Presidential Approval<br>***Status:*** | 2005, 2012 | Fall 2012 | Fall 2015 |

### #6.2: Grant Line-Item Set-Aside for Institutional Technology

**Priority: Level 2, C**

The College currently receives an allocation from all grants to cover administrative costs. Twenty-five (25%) percent of the indirect administrative costs of the grant should be earmarked directly for technology spending. This will allow a designated line item for funding such as software upgrades or equipment, and IT infrastructure.

**Rationale:**
- Offers greater institutional control and assurance for responding to and fulfilling technology requests – IT and non-IT hardware, software, and maintenance – at all levels of institution.
- Ensures that funding for technology resources has an ongoing source of revenue in addition to Program 100 money. While the dollar amount may vary per year depending on the grants the college receives, it will allow technology priorities to be addressed even when the college is facing fiscal uncertainty.
- Enhances institution's ability to fulfill its mandate as an academic leader within the community through appropriate technology implementation.

**LAVC Educational Master Plan Goal Alignment:** 3, 4

**LAVC Technology Plan Goal Alignment:** 5, 6,7

**District Technology Plan Goal Alignment:** Infrastructure, Productivity

**Accreditation Goal Alignment:** III.C.1, III.C.1.a, III.C.1.c, III.C.1.d, III.D.2.e

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| Accept recommendation to establish an institutional grant set-aside allocation specifically designated for institutional technology needs<br>***Responsibility:*** Technology Committee; Shared Governance Committees<br>***Assessment Measure:*** Approved motion and establishment of fund.<br>***Status:*** In progress – Motion presented to Grant committee in spring 2014 however they did not feel that this recommendation was under their domain. Further discussion will be brought forward to senior management by VP administration. | 2005, 2012 | Fall 2012 | Fall 2015 |
| President considers and approves recommendation<br>***Responsibility:*** President<br>***Assessment Measure:*** Presidential Approval<br>***Status:*** | 2005, 2012 | Fall 2012 | Fall 2015 |

## #6.3: Alternative Sources for Technology Funding

**Priority: Level 2. S**
Seek funding that identifies and secures outside sources for educational support technologies and their maintenance.

**Rationale:**
- Given the budget constraints, LAVC needs to secure alternative sources of revenue to fund technology initiatives.
- Relevant equipment serves the diverse needs of students in achieving academic and professional success.

**LAVC Educational Master Plan Goal Alignment:** 1, 2, 3, 4

**LAVC Technology Plan Goal Alignment:** 6, 7

**District Technology Plan Goal Alignment:** Learning, Teaching, Infrastructure, Productivity, Assessment

**Accreditation Goal Alignment:** III.D.1.b, III.D.2.e

| Action Item | Kept from Tech Plan | Start Date | Estimated Completion Date |
|---|---|---|---|
| VP of Admin and AA identify alternative funding sources<br>***Responsibility:*** VP of Admin and AA<br>***Assessment Measure:*** Dollar amount spent by source<br>***Status:*** In 2013-2014 funding from Block Grant, Prop 20 and turbine sale made available for technology purchases. In 2014 & 2015 LAVC received a significant amount block grant and Prop 20 funding for technology purchases. Nearly 95% of the $800,000 allocation was used to purchase computers and fund I.T. infrastructure. | 2005, 2012 | Fall 2012 | Ongoing |

## Appendix A: Completed Recommendations from the 2005 LAVC Technology Plan

| AREA | RECOMMENDATION | GOAL ALIGNMENT |
|---|---|---|
| A. Hardware | • A3: Publish existing LAVC cascade policy<br>• A4: Improve existing purchase process for departmental faculty requests for hardware<br>• A6: Explore and evaluate alternative purchase options for equipment<br>• A7: Create a task force of appropriate experts to address equipment recommendations and vendor sources as part of purchase process | 2.2, 2.3, 4.1, 4.2, 4.5, 4.6, 6.1, 6.2, 6.3,  6.5, 6.6, 6.7, 6.9 |
| B. Software purchases and upgrade policies | • B7: Explore and evaluate alternative purchase options for software through district | 2.2, 2.3, 4.1, 4.5, 4.6, 6.5, 6.6, 6.7, 6.9 |
| C. Media management | • Establish media conversion request form for providing ADA/508 access via closed captioning | 2.2, 2.3, 3.1, 4.5, 4.6, 6.1, 6.6, 6.9, 7.4 |
| D. IT support | • Establish media conversion request form for providing ADA/508 access via closed captioning<br>• Improve lab assistant capabilities and support coverage of student labs<br>• Improve student email program capabilities and functions<br>• Establish and IT helpline for system wide or high priority problems | 2.2, 2.3, 3.1, 4.3, 4.6, 6.9, 6.10, 7.4 |
| E. Non PC-procurement and support | • Provide resource list of vendors and manufacturers of low cost platform and software support applications | 2.1, 2.2, 2.3, 6.1, 6.2, 6.5, 6.6, 6.9, 6.10 |
| F. Labs | • Improve lab assistant capabilities and support coverage of student labs<br>• Augment prepaid printing capabilities<br>• Establish ongoing funding for lab areas<br>• Establish consistent login for lab usage | 1.1, 1.2, 1.3, 2.1, 2.2, 2.3, 2.4, 2.5, 2.6,  4.2, 4.3, 4.6, 5.2, 5.5, 6.5, 6.6, 6.7, 6.9, 6.10, |

| AREA | RECOMMENDATION | GOAL ALIGNMENT |
|---|---|---|
| | • Create standards for PC operating system within labs<br>• Complete Smart Plan classroom standards<br>• Expand CCAIVE lab | |
| G. Dept., Staff, Admin Support Facilities | • Assure adequate telecommunications services<br>• Provide multifunction fax/scanner equipment for depts.<br>• Purchase standardized high document image scanner system for student services area<br>• Implement early alert system<br>• On-demand testing of non-native English speakers<br>• Appointment scheduling capabilities (SARS) | 1.3, 4.1, 4.2, 4.5, 4.6, 5.1, 5.4, 6.7, 7 |
| H. Institutional Training Programs | • College Staff Technology Training<br>• Self-paced instructor training<br>• Classified staff incentives<br>• Faculty course development software<br>• Expanded training support for faculty and staff | 1.0, 2.2, 3.1, 4.1, 4.5, 4.6, 5.4, 5.5 |
| I. Information Access | • Expand Wi-Fi resources<br>• Establish budget for online library resources<br>• Update ASU email accounts<br>• Enable remote access to library bases | 1.2, 1.3, 2.2, 2.3, 5.2, 6.4, |
| J. Distance Education Virtual Valley | • Implement information competency goals into SLO's<br>• Showcase online course technology usage or faculty and students<br>• Encourage use of Etudes as recommended LMS<br>• Create student online orientation for DE courses<br>• Establish procedures for 508 compliance of online material<br>• Require curriculum approval for all DE courses<br>• Expand breadth and depth of online course offerings | 1.1, 1.2, 1.3, 2.1, 2.2, 2.4, 2.6, 3.1, 4.1, 4.2, 4.3, 4.4, 5.2, 6.1, 6.5, 6.6, 6.9, 7.2, |

| AREA | RECOMMENDATION | GOAL ALIGNMENT |
|---|---|---|
| | • Identify resources for student discounts on software and hardware | |
| K. Security and Data Recovery | None | 8.1 |
| L. Other Educational Support Technology | • Establish policy to include technology planning in program review | 4, 5.1, 6.1, 6.5, 6.7, 6.9 |