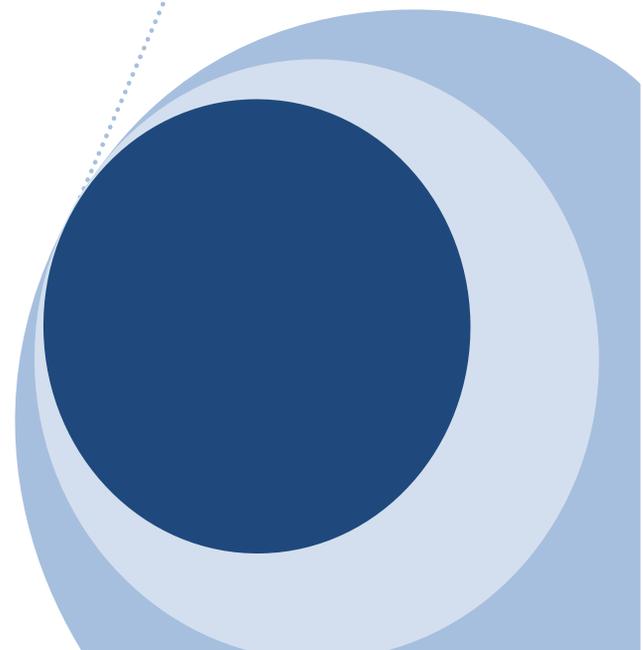
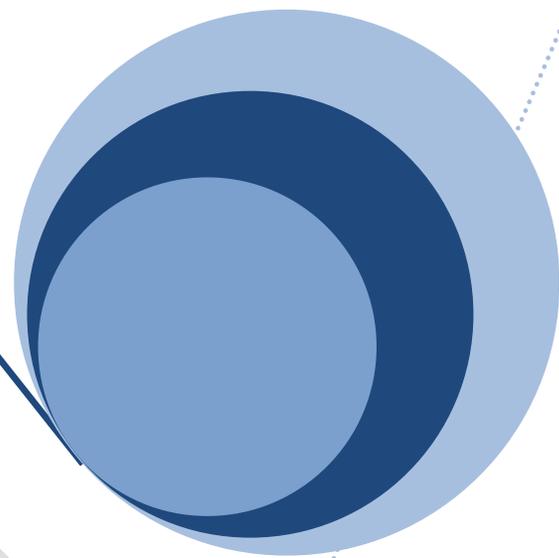


Riverside City College
Technology Plan
2014-2018

DRAFT



RIVERSIDE CITY COLLEGE TECHNOLOGY PLAN

INTRODUCTION:

Established in 1916, Riverside City College (RCC) grew to establish two satellite colleges in Norco and Moreno Valley. Up to January 2010, the college was an integral part of supporting those campuses as they became separate colleges. The full separation of Riverside City College from the Riverside Community College District (RCCD) and Norco and Moreno Valley Colleges continues to date. At this time RCCD and RCC are clarifying which previously shared resources will remain with RCCD and which will be allocated to RCC. The clarification of resource allocation continues through the District Information Technology Strategy Council (ITSC) which includes the chair(s) of the Technology Advisory Group (TAG) and the Vice President of Business Services for RCC.

The first Technology Plan was written in response to accreditation recommendations in 2010 by a Riverside City College technology resources sub-council including:

Janet Lehr, Faculty Chair, Associate Professor, Business/CIS

Ernie Arellanes, Microcomputer Support Technician

Henry Bravo, Instructional Media Center Manager

Rebecca Kessler, Instructor, Cosmetology

Shirley McGraw, Microcomputer Support Supervisor

Leo Pan, Network/Multimedia Integration Specialist

In 2014, an expanded group of faculty, staff, and administrators revised the technology plan. TAG submits this plan with the understanding that technology, integral and essential to all aspects of RCC's teaching and learning purposes and programs and of other RCC work and service, requires a high degree of investment and reinvestment. This plan further asserts that a fundamental premise is that colleges must be self-sufficient to ensure a high quality educational environment for our students and to satisfy accreditation requirements. Lastly, we recognize that some of the responsibilities outlined in this plan are better served by the District while others are best served as a College responsibility. This plan will delineate those responsibilities.

Riverside City College's vision is "to maintain its status as a premier learning institution nationally recognized for excellence in education, innovation and service". Accordingly, in support of this vision and the college mission, the primary purposes of the Riverside City College Technology Plan are to establish goals and objectives for RCC's strategic planning processes related to technology. The RCC Technology Advisory Group has developed this plan so that it will be central to, facilitate the implementation of, and facilitate the effective use of technology by RCC students, faculty, staff, administrators, and other college constituents.

Vision Statement

Toward meeting Riverside City College's mission statement, technology empowers and supports all students, faculty, administration, and staff by

- *Providing global access to information*
- *Meeting educational and training needs*
- *Fostering innovation, communication and collaboration*
- *Improving the effectiveness of their respective tasks*
- *Providing adequate funding for the maintenance of existing technology and for the purchase of emerging technologies*

Goals and Objectives

A. Providing Global Access to Information

The college will address the following objectives:

1. Website

- a. Establish a comprehensive state-of-the-art college website (www.rcc.edu) to function as a major information gateway and public presence to the community
 - Establish a webmaster and public Information officer for the college. This is an immediate need that should be completed within the first year of the technology plan.
- b. Increase awareness of college information on popular social networking sites, maintained by RCC's public Information officer

2. Ellucian Portal

- a. Provide remote access to RCC systems and services
- b. Provide single sign-on to college systems and services including, but not limited to:
 - Virtual student services center
 - Academic advising and counseling
 - Library resources and support
 - Instructional computer applications
 - Online meetings and video conferencing
 - Online course (learning) management systems (i.e. Blackboard)
 - E-mail
- c. Provide consolidated, live and virtual technology support

The District will address the following objective:

3. *Safety, Emergency Preparedness , Disaster Recovery*

- a. Support the Safety Committee's recommendations from the proposed Security Plan to assess, integrate, and implement emergency systems and technologies. The District has delineated the following phases and subsequent timeline for completion of each phase.

The phases for assessment and implementation are as follows:

PHASE 1: Existing Security Program Integrity Assessment (July 2014)

PHASE 2: Short-term Security System Reinforcement and Support (July 2015)

PHASE 3: Long-term Security System Program Development (December 2016)

- b. Recommend quarterly or semi-annual meetings with key Information technology, administration, and academic contacts to review safety/disaster plans.
- c. Provide critical incident debriefing and mass communication of disaster plan to RCC stakeholders

B. Meeting Educational and Training Needs

The college will address the following objective (except for training topic "Administrative software", which will be centralized through the District):

1. Support students, faculty, administration, and staff in the effective use of information technology, multimedia, and web content with ongoing and relevant educational and training resources.
- a. Educational and training opportunities have been identified and listed below. This is not an exhaustive list but rather a set of opportunities identified by TAG and the Faculty Development Committee (FDC) survey of faculty. Some of these topics may be best delivered by pre-recorded videos, screencasts, or Massive Open Online Courses (MOOC), while other topics may be best taught in-person via workshop or webinar. Topics include, but are not limited to:

(District Responsibility)

- Administrative software
 - WebAdvisor, Galaxy, Footprints, Resource 25 Live, Web UI
 - Ellucian Portal
 - CI Track

(College Responsibility)

- RCC Website (SharePoint)
 - RCC Web Designees
- Lab log-in
- Assessment
- Online Advising/Counseling Service /Tutoring

- Information Competency and Literacy
- Basic Skills
- Microsoft Office
- The ILA referral process
- Disability resources training
- Distance Education platforms
- Distance Education training and best practices (faculty and students)
- Emergency plans

b. Support staff proficient in RCCD and college-based systems, utilities and all related applications to serve as on-going assistance at the Help Desk

C. Fostering Innovation, Communication and Collaboration

The college will address the following objectives:

1. Collaborate with Career and Technical Education (CTE), Workforce units, and advisory groups to disseminate information regarding current and emerging needs, skills, and applications used in transfer institutions and the workplace
 - a. Identify internships and job opportunities for students
 - b. Facilitate the development of skills to secure these opportunities
2. Provide funding opportunities for faculty and staff to attend conferences and workshops related to innovation for staff development and faculty development¹.
3. Establish a TAG email address to receive feedback and recommendations for technology use at RCC.

D. Improving the Effectiveness of Their Respective Tasks

The college will address the following objectives; however, addressing these will require coordination and support from District personnel:

1. Provide remote capability for all College employees to appropriate RCC resources and college software applications, secure web storage, document imaging, video conferencing, and online collaboration tools.
2. Establish procedures for electronic records management:
 - a. Document management system/program (OnBase)

¹ Historically, departments had a 5220 line item that allowed for travel to conferences and workshops. This was specifically \$200 per faculty member per department.

- b. Data warehouse functionality
 - c. Overall storage efficiency
3. Establish and maintain online technology asset and inventory tracking for unit plan review preparation, resource request and allocation. This will require an initial RFI (Request for Information) to identify the appropriate software for inventory tracking. This will take place in the second year of the Technology Plan.
 4. Review wireless coverage standards provided to all college facilities
 5. Provide an efficient attendance tracking system for both employees and for students.
 6. Expand the Helpdesk so that it becomes a center for support for all technology users. For example, if a faculty member has difficulty with a phone line, list serve, or has a software question they can phone/email the helpdesk and be assisted or directed to proper assistance.
 7. Provide comprehensive access to the Online Course Management Systems (LMS) for all full-time and associate faculty
 8. Evaluate infrastructure in all buildings for emergency preparedness and evacuation
 9. Establish a Technology Services Directory on the RCC website that details the technology services available, a description of the service, and the contacts for those services
 10. Establish guidelines for performance and standard computer users.

E. Provide adequate funding for the maintenance of existing technology and the purchase of emerging technologies

In order for the college to meet this objective, it will require additional funds from the District to augment the current RCC budget:

1. Establish funds within the college budget, a recommended reserve of 3% of the annual college budget (or approximately \$1.5 million dollars) for replacement, repair, and upgrade of technology equipment. In order for this goal to be met, RCC must:
 - i. Fully fund technology replacement, by augmenting the existing technology funds and establishing a computer, media equipment, hardware, and software replacement fund (2% of college budget). Fully funding technology replacement must be addressed by the college budget allocation model in order to fulfill this immediate need of the Technology Plan.²

Rationale: In order to be a state of the art learning institution, as reflected in RCC's vision statement, faculty, students, and staff must have current computer equipment. Moreover, as equipment ages, the media matrix, which supports the entire media infrastructure in a given room and is inner-connected by several media components, also depreciates. When one media component fails, the entire room's media technology can become non-operational. Media components can fail at any time, without notice.
 - ii. Identify repair funds currently available through the District, redirect those funds to the college, and establish a computer, media equipment, and hardware repair fund to fully fund the remainder (1% of college budget). Funding technology repair must be addressed by the college budget allocation model in order to fulfill this immediate need of the Technology Plan.

² The computer replacement process at Riverside City College started in FY 2012/13 when a permanent allocation of \$10,000 was given from the President's contingency budget. In April 2013, 14 computers were purchased with these funds and deployed based on aging to staff/faculty, some being as old as 10 years. Another 87 computers were ordered and deployed starting August 2013 with additional funds provided by the President. The Budget Prioritization Committee (BPC) approved \$340,000 for computer replacement using Non-Resident Capital Outlay Surcharge (SPP*709) funds. 385 desktop computers and 20 laptops were ordered December 2013 and all computers were received in three installments (December 2013, January 2014 and April 2014). Information Technology Services started the deployment of these computers in February 2014 using the same computer inventory list based on aging.

Rationale: When maintenance contracts are allowed to expire, but equipment is not replaced, a contingency fund for repairs, maintenance/replacement is needed. Capital requests are considered once a year. This additional fund addresses needs that arise throughout the year, outside unit plan update, using established Technology Plan guidelines.

- iii. Reinstitute the technology and equipment line item (6000 account) for individual departments requiring ongoing technology funds.³
2. Establish ongoing funds for technology training needs. These training needs will be ongoing programs offered through faculty and staff development programs. It is also recommended that additional monies be set aside and distributed through the program review process for programs and departments that require specialized training.

³ Historically, departments have had local control of a 6000 budget line item that could be used for replacement of and repair of technology. Currently, the unit review process is used to request both replacement of and repair of technology as well as the acquisition of new and emerging technology. A line item for replacement and repair funds will eliminate this need. Moreover, there is currently no procedure for funding requests that were not granted in previous years. TAG recommends that older technology requests receive priority in future years.

Technology Standards for Faculty Offices, Administration and Staff Workstations, Student Labs, and Classrooms

1. Each Faculty office must
 - Contain a Voice Over IP telephone with voicemail
 - Contain a desktop or laptop (at the discretion of the faculty member)
 - Each desktop or laptop should minimally have a network connection, Microsoft Office and Adobe Creative Cloud software, web browsing, security software, anti-cheating software, 2+ available powered USB ports, a webcam, and mouse or tracking device
 - Have convenient access to desktop printing, duplicating, scanning, and faxing
2. Each Administrator and Staff workstation must
 - Contain a Voice Over IP telephone with voicemail
 - Contain a desktop or laptop (at the discretion of the manager and which may improve the efficiency and effectiveness of completing tasks)
 - Each desktop or laptop should minimally have a network connection, Microsoft Office and Adobe Creative Cloud software, web browsing, security software, 2+ available powered USB ports, a webcam, and mouse or tracking device
 - Have convenient access to desktop printing, duplicating, scanning, and faxing
3. Each Student lab, including student–use computers in the library, and teaching labs, must contain
 - a sufficient numbers of computers to meet student demand
 - an instructor computer workstation
 - a lab aide computer workstation, when appropriate
 - Each desktop should minimally have Microsoft office software, web browsing, security software, DSPS software, 2+available powered USB ports, and a webcam
 - a printer or networked printer and scanner (at departments’ discretion)
 - a sufficient number of user-friendly microcomputer support staff with technical skills and abilities to ensure the efficient, effective performance of these labs and centers for students and faculty who use them.
4. Each traditional classroom must contain
 - a telephone for emergency contact
 - an instructor computer workstation
 - Each desktop or laptop should minimally have a network connection, Microsoft Office and Adobe Creative Cloud software, web browsing, security software, 2+ available powered USB ports, and mouse or tracking device
 - media equipment to project from the desktop computer, browse the internet, play/stream videos, play music (See APPENDIX A for recommended specifications for a traditional classroom)
5. SMART classroom (See APPENDIX A for recommended specifications for a SMART classroom)

Replacement Guidelines for Hardware

1. Current replacement schedule /life-cycle and end of life-cycle replacement policy as follows:
 - Desktop hardware: 3 years for performance users and 5 years for standard users⁴
 - Network hardware and desktop peripherals: 5-7 years
 - Wiring and physical infrastructure: 10-15 years

2. Evaluate and replace yearly, up to 1/3 of the oldest computer equipment utilized by students.

Rationale: Warranties expire in three years' time. Equipment older than three years requires expensive repairs and needs updating.

Replacement must be inclusive and equitable for all departments. Information Services shall use its discretion in relocating used computer equipment to the end of life cycle using the following recommendation.

- Allocate equipment and technology with the goal of maximizing useful life from performance users to standard users
 - Proposed *performance* user definition: Number crunching, high excel spreadsheet, database, power user with multiple window user, graphic intense, high end propitiatory software
 - Proposed *standard* user definition: A standard user is someone who uses word processing, kiosk machine, basic internet usage.

Funding Faculty Offices, Staff Workstations, Student Labs, Classrooms, Meeting Rooms, and Conference Rooms

3. Establish funds within the college budget, a recommended reserve of 3% of the annual college budget (or approximately \$1.5 million dollars) for replacement repair, and upgrade of equipment including but not limited to computer, media equipment, and software.
 - i. Establish a computer, media equipment, hardware, and software replacement fund. (2% of college budget) This is an immediate need and must be addressed in year one of the Technology Plan.

Rationale: In order to be a state of the art learning institutions, as RCC's vision reflects, faculty, students, and staff must have current computer equipment. Moreover, as equipment ages, the media matrix, which supports the entire media infrastructure in a given room and is inner-connected by several media components, also depreciates. When one media component fails, the entire room's media technology can become non-operational. Media components can fail at any time, without notice.
 - ii. Establish a computer, media equipment, and hardware repair fund. (1% of college budget)

Rationale: When maintenance contracts are allowed to expire, but equipment is not replaced, a contingency fund for repairs, maintenance/replacement is needed. Capital requests are considered once a year. This additional fund addresses needs that arise throughout the year, outside unit plan update, using established Technology Plan guidelines. This is an immediate need and must be addressed in year one of the Technology Plan.
 - iii. Reinstitution the technology and Equipment line item (6000 account) for individual departments requiring ongoing technology funds. Historically departments have had control of a 6000 line item that could be used for replacement technology. Currently, the unit review process is used to request both replacement technology and new and emerging technology. A line item for replacement funds will eliminate this need. Moreover, there is currently no procedure for funding requests that were not granted. TAG recommends that older technology requests receive priority in future years.

⁴ Standard and Performance users have yet to be defined. This is found in D 10 of the Technology plan.

APPENDIX A:
TECHNOLOGY STANDARDS/RECOMMENDATIONS
INSTRUCTIONAL MEDIA EQUIPMENT STANDARDS-
Created by THE INSTRUCTIONAL MEDIA SERVICES DEPARTMENT

TRADITIONAL CLASSROOM:

Each classroom in the District will have the following “traditional a/v (media) equipment”

- 1 - 6’ Matte White Dalite Screen mounted with “T” Bar clips or brackets (min. size 6’)
- 1 - Ceiling mounted LCD projector with XGA resolution or higher and min. 3500 lumens with Sonic Alarm; ceiling mount brand will be Peerless
- 1 - Anchor AN-130 powered speaker with SB360 bracket mounted front center of classroom
- 1- Faculty Workstation (Spectrum Media Director Cabinet) with the following:
 - 1- VGA desk top plate
 - 1- Extron Interface boxes for source components, and control as needed
 - 1- Extron Scaler
 - 1- Extron Network connection box
 - 1- Extron Projector controller
 - 1- Extron Speaker Volume Control
 - 1 - VGA 50’ VGA Extension cable (length as needed)
- 1- Assistive Listening Devices
- 1- Caption Decoder
- 1- Vaddio Ceiling Mounted Document Camera w/desktop control (as requested by individual departments)
- 1- Wireless Microphone (as requested by individual departments)

POWER AND NETWORK REQUIREMENTS:

- 1- Switched AC power for powered speaker (location near faculty workstation)
- 1- Single outlet at the LCD projector ceiling location...outlet box must be 14’ away from front center of room with 12’ radius of flex conduit slack for future relocation of power outlet. J box must be mounted to flex conduit so outlet can be moved around at the discretion of the IMC installers.
- 1- Ethernet network line with RJ45 connector at projector location (12’ of slack at the projector location).
- 1- Ethernet connection at front of classroom for internet access. (To be mounted at the faculty workstation location)

NOTE:

This identifies basic media standards for “traditional classrooms”. Any changes to this standard must be agreed upon by the IMC and the department or program that will be using the equipment, in writing.

SMART CLASSROOM:

A smart classroom will be designed to meet the high demand of the latest instructional media technologies as needed for classroom presentations. A/V design will be based on courses to be taught in the Smart Rooms. The room will include traditional media equipment plus advanced technology to support lectures. Each smart classroom will be designed on a case-by-case basis.

A Smart Classroom will, at minimum, have:

- 1) A complete room control touch panel
- 2) Up to three LCD Projectors with the highest resolution and optimum lumens
- 3) Up to three Electronic Projection Screens
- 4) Ceiling mount document camera
- 5) Video Conferencing Technology
- 6) Media Site for live streaming
- 7) Custom Sound System to accommodate regular lectures, Video Conferencing, and Live Video Streaming
- 8) Hitachi Smart Board either desktop or wall mounted version with Ultra Short Throw projector.
- 9) The room will be designed with optional full instructor work station room control and/or full lectern room control.
- 10) Optional consideration: High Lux HD robotic cameras with remote access control via network to the MDC (Riverside location) for video production quality recordings.
- 11) All Smart Classrooms lighting fixtures should have 5600 degree Kelvin daylight elements (fluorescent with full dimmer control down to 20%)
- 12) Room shade control option
- 13) Assistive Listening Devices
- 14) Polycom Interpreters Video Conferencing Station for the hearing and visually impaired student (see IMC for latest specifications)
- 15) Caption Decoder

APPENDIX B:
Current Technology Service Departments

Information Services (IS), including HelpDesk
Contact: Shirley McGraw or Helpdesk x8388

Instructional Media Center (IMC)
Contact: Henry Bravo x8513

Open Campus/Blackboard
Contact: Glen Brady (glen.brady@rcc.edu)

Disabled Resource Center (DRC)
Contact: Greg Ferrer x8508

Technology Advisory Group Members:

Faculty Chairs: Amber Casolari, Associate Professor, Economics and Henry Bravo, Instructional Media Center Manager

Voting Members

Ernie Arellanes, Microcomputer Support Technician

Isaac Dannelley, Nursing Simulation Lab Specialist

Rebecca Kessler, Associate Professor, Cosmetology

Jim McCarron, Associate Professor, Kinesiology,

Shirley McGraw, Microcomputer Support Supervisor

Leo Pan, Network/Multimedia Integration Specialist

Marc Sanchez, Associate Professor, Mathematics

James Seals, Instructional Support Specialist

Resource Members

Brian Brautigam, Adaptive Technology Alternate Media Support Coordinator

Steve Brewster, Associate Professor, Library

Jami Brown, Associate Professor, Sociology

Darren Dong, Director, Web Applications

Kathryn Kelly, Professor, Spanish

Oliver Thompson, Associate Professor, Administration of Justice

Janelle Wortman, Administrative Assistant IV, Recorder