Goals & Objectives:	Narrative	Have met the goal	Have made significant progress toward the goal	Have made adequate progress toward the goal	Have made limited progress toward the goal	Have made no progress toward the goal	Comments	Recommendations/ Revisions
A	**Providing Global Access to Information**							
1a	WEBSITE: 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.				X		There is currently a person who dedicates half of their job duties to being the RCC public information officer. The position for webmaster has been created and the job posting was created. However, the position has not been flown. Currently, Technology Support Services personnel are completing some of these job duties, in addition to their own. However, the quality of task completion is limited by time.	Hire a full-time Webmaster and Public Information Officer.
1b	Increase awareness of college information on popular social networking sites, maintained by RCC's public information officer				X		Currently, Technology Support Services personnel are completing some of these job duties, in addition to their own duties. Thus, TSS personnel must spread themselves across more tasks.	Hire a full-time Webmaster and Public Information Officer.
2a	ELLUCIAN PORTAL: Provide remote access to RCC systems and services.				X		RCC relies upon the District Technology Support department for updates on their progress toward a single sign-on Portal. RCC TAG needs regular and consistent updates on all District-projects as well as timelines for completion. There further needs to be greater communication and cooperation with District IT staff and RCC IT staff. It is recommended that a member of the Technology Support Services department and a member of the RCC TAG serve on the Portal governance taskforce.	RCC TAG needs regular and consistent updates on all District-projects as well as timelines for completion. There further needs to be greater communication and cooperation with District IT staff and RCC IT staff. It is recommended that a member of the Technology Support Services department and a member of the RCC TAG and TSS department serve on the Portal governance taskforce.
2b	ELLUCIAN PORTAL: 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				X		Over the course of three years, there has been very little information provided about the Portal. The timelines provided have never been adhered to and have changed dramatically. Currently (S 16) the phases are: PHASE 1: Focus group on each campus of 10 students to occur Spring 16. PHASE 2: Pilot (to include focus group of students and volunteers to occur during Summer 16. PHASE 3: rollout of the portal with limited capability to occur Fall 2016. A major concern is the poor quality of communication from the District Technology support department, upon which we rely for updates. This department is reluctant to provide additional information even when asked and agreed upon in ITSC meetings. RCC TAG needs regular and consistent updates on all District projects as well as timelines for completion. There further needs to be greater communication and cooperation with District IT staff and RCC IT staff.	RCC TAG needs regular and consistent updates on all District-projects as well as timelines for completion. There further needs to be greater communication and cooperation with District IT staff and RCC IT staff. It is recommended that a member of the Technology Support Services department and a member of the RCC TAG serve on the Portal governance taskforce.

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2c	Provide consolidated, live and virtual technology support					X	In the summer of 2015, the District disaggregated the District office technology support staff. RCC received 5.5 FTE of support staff and combined the local IMC and additional support staff into a new localized department known as Technology Support Services (TSS). Currently the help desk consists of one district support staff who must direct all hardware and software realted issues to the relevant groups. This individual is unable to perform their tasks in a reasonable amount of time. There are instances of a ticket taking 2 weeks to be created. The quality of service to district personnel is deteriorating.	We have actually moved backward in terms of service. The district help desk cannot even adequately direct issues, let alone provide live and virtual technology support. It is recommended that RCC create it's own college-based Help Desk.
3a	Safety, Emergency Preparedness , Disaster Recovery: 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)				X		The District has reported as of March 2016 that they have completed Phase 2. However, there are cameras on campus that (a) are not functioning, (b) no one is responsible to review and (c) are outdated and not compatible with other software. There is also no list of where the cameras are located on campus, who is responsible for their upkeep and monitoring, and how long each of the cameras records for. There is a limited mass communication system installed in the case of an emergency but no campus- or classroom-based alert that all constitutents are aware of. Moreover, the mass communication system has not worked since it has been installed. There are no college-level personnel responsible for monitoring or testing this system. Again, communication with the District is limited. There should be periodic testing to assess the mass communication system.	Increased communication between college and District Safety committees. It is also recommended that Risk Management personnel report to RCC TAG each semester. There is a need for the following information about each and every video camera at RCC: 1) their make and age, 2) specifications, 3) storage and recording space and 4) the name of the entity responsible for their upkeep and monitoring. Further, there needs to be periodic testing of the mass communication system according to a detailed schedule provided to college and community stakeholders.
3b	Recommend quarterly or semi-annual meetings with key Information technology, administration, and academic contacts to review safety/disaster plans.				X		TAG co-chairs have asked that Risk Management attend ITSC meetings at least once per semester to report out on progress and changes (past and upcoming) as well as take questions and feedback from the college TAGs. Risk Management has attended one meeting to provide a brief overview of activities. However, the schedule is not systematic nor reliable. That makes being prepared with questions and feedback difficult.	Increased communication between college and District Safety committees. It is also recommended that Risk Management personnel report to RCC TAG each semester. There is a need for the following information about each and every video camera at RCC: 1) their make and age, 2) specifications, 3) storage and recording space and 4) the name of the entity responsible for their upkeep and monitoring. Further, there needs to be periodic testing of the mass communication system according to a detailed schedule provided to college and community stakeholders.

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3c	Provide critical incident debriefing and mass communication of disaster plan to RCC stakeholders				X		A major disaster has not occurred since the writing of this plan; therefore, it is difficult to assess the critical incident debriefing. However, there have been incidences when the mass communication system provided a tornado warning and no one knew why this warning was given. Also, there is a disaster plan but there is no point person for the plan and no way to disseminate the plan to RCC Stakeholder.	Increased communication between college and District Safety committees. It is also recommended that Risk Management personnel report to RCC TAG each semester. There is a need for the following information about each and every video camera at RCC: 1) their make and age, 2) specifications, 3) storage and recording space and 4) the name of the entity responsible for their upkeep and monitoring. Further, there needs to be periodic testing of the mass communication system according to a detailed schedule provided to college and community stakeholders.
B	**Meeting Educational and Training Needs**							
1a	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.				X		There is currently no staff member dedicated to provide technlogy and multimedia training. However, there are limited services that are not consistent and are provided at will by TSS staff such as Mr. Techie and individual appointments. Additionally, the Open Campus staff provide periodic Blackboard training at the District offices or virtually. Further, there is a need for the creation of videos for online students so that they can learn to navigate the virtual library off campus.	Hire an Instructional Designer to provide training and best practices for faculty when using technology, especially when teaching online. Expand the help desk at Riverside to provide on-demand assistance. Have on-campus Blackboard trainings. Create videos that teach online students to use the library resources.
	Support 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.				X		1. RCC web designees require Word Press training as the college moves to that platform. 2. The lab sign-in system, CI Track, can be difficult to operate and requires training for both new student users as well as lab coordinators so that they can run effective reports. There is a need for more structured training opportunities for lab coordinators. Also, labs have requested more reliable card readers. It has also been requested that CI Track be integrated with Datatel. 3. Tracdat trainings have been numerous and this may largely be due to the fact that it is not a user-friendly system. To improve ease of service, Tracdat needs to be directly connected to CurricuNet and require fewer clicks to complete a task. One concern is that Tracdat times out during input and there is a potential risk for loss of	1. There is a need for monies for specialized software and hardware training for faculty and staff. Training Designees from TSS or other college groups could be an alternate training source. There is a need for monies to train designees and stipends for them to teach classes outside of the designees' job description. 2. There is a need for an instructional designer who will help to design and restructure online and hybrid courses. This person would also be able to assist faculty with the construction of their classes.

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1a cont.							5. Basic skills training takes place through the FDC and the Student Success committee. 6. Microsoft 365 is currently being deployed by District IT staff. However, there was little communication during this process with RCC TSS staff and even less about the effects of the deployment. This is needed so that we can assess the current OS and determine if the college should move to the newest version of Windows. 7. The ILA Referral Process (Checking with Denise KM) 8. Disability Resources trainings occur during flex days and as often as requested. There is a need for more timely captioning of videos. The delay is typically with funding; thus, more funding needs to be allocated to captioning service.	3. There needs to be a designated Distance Education Coordinator who works with an RCC DE committee and with TAG. 4. There should be broader advertising of programs such as Net Tutor.
1a cont.							9. RCCD currenlty uses Blackboard as its distance education platform. Training occurs during the DE Academy held in June as well as off campus by District personnel. This training would be more effective if it were periodically held on campus in Riverside. Moreover, the DE coordinator should work in concert with the FD coordinator to develop the periodic on-campus workshops for faculty and students related to best practices. Further, the state of California has developed an LMS for CCCs. This program should be examined as an alternate to Blackboard. 11. The emergency plan is an enormous 400+ page document that has neither been well read nor implemented by college personnel. There needs to be a clear training schedule of policies and procedures apart from CERT/CPR/AED and other specialized trainings. Overall college staff are uneducated about general emergency preparedness.	
1b	Support staff proficient in RCCD and college-based systems, utilities and all related applications to serve as on-going assistance at the Help Desk and in the Glenn Hunt Center for Teaching Excellence.					X	As mentioned in 2C, the quality of service provided by the Help Desk has deteriorated since the disaggregation of District IS services in Summer of 2015. There were formerly two Help Desk personnel and one Manager to make tickets and refer technology issues. Lastly, the instructional designer who assisted with online, hybrid, and web-enhanced courses retired in 2010 and was never replaced.	There should be a college-level Help Desk and RCC needs an Instructional Designer.
C	**Fostering Innovation, Communication, and Collaboration**							

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1	Provide funding opportunities for faculty and staff to attend conferences and workshops related to innovation for staff development and faculty development.				X		FDC has $7,500 specifically for faculty travel but this money is not earmarked for technology conference travel. Historically, departments also had $200 per faculty member to travel to conferences. Department funds have not been reinstated. There are currently travel funds made available by the VP of Academic Affairs office upon an approved request.	It is recommended that at least three training categories be established: (1) technology training, (2) discipline-specific training (e.g. conference travel) and (3) teaching and learning training. Technology training for TSS staff is needed in the following categories: (a) Word Press, (b) Windows 10, (c) Apple Products [to support faculty using them] and (d) District programs (e.g. Datatel, R25 Live, Galaxy, Colleague)
2	Establish an online TAG suggestion box to receive feedback and recommendations for technology use at RCC. This will be accessible from the RCC webpage.		X				TSS department personnel have created this link on the website and it will be available starting fall 2016. There is already a TAG email tag@rcc.edu. It will be forwarded to all TAG members. Advertising will begin in fall 2016.	Technology Advisory Group Suggestion Form. To fill it out, visit: https://docs.google.com/forms/d/1fCYodbcOvkmsqpjuMrxr5nfVxAOgl_xQM7xu3n-cnjA/viewform?c=0&w=1&usp=mail_form_link
D	**Improving the Effectiveness of Their Respective Tasks**							
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.				X		The only services that can be reached remotely are Blackboard, CurricuNet, Tracdat, and email. Employees are unable to access all other programs (such as FlexTrack, Footprints, R25, Galaxy, and the Intranet). There is an underutilized video conferencing software provided for FREE by the state CCCConfer.org.	The Portal Governance team reported to TAG May 2016 that they are in the early phases of testing the student portion of the Portal. They also reported that limited capabilities will be available during the 2016-17 academic year but that this will expand over time according per their suggestions.
2	Establish procedures for electronic records management.				X		The District has focused on creating redundancy in data backup to ensure data disaster recovery. See the reducndancy diagram provided by the District (Rick Herman)	See backup information provided by the District (to be provided when available- Mark Oliver)
a	Document management system/program (OnBase)				X		The District has focused on creating redundancy in data backup to ensure data disaster recovery.	
b	Data warehouse functionality				X		The District has focused on creating redundancy in data backup to ensure data disaster recovery.	
c	Overall storage efficiency				X		The District has focused on creating redundancy in data backup to ensure data disaster recovery.	
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.				X		While inventory tracking software has been discussed and $75,000 was allotted to pay for this program, the program has not been purchased nor put into effect. The inventory system is needed for (1) accuracy of inventory, especially when replacing technology and (2) linking the equipment to the user/responsible party.	An effective, efficient inventory tracking system is an immediate need for RCC to properly plan. To properly plan what?

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4	Review wireless coverage standards provided to all college facilities				X		The district (Mark Oliver) will provide a map of wireless devices and signal strength. Date TBD.	District will provide when available-Mark Oliver.
5	Provide an efficient attendance tracking system for both employees and for students.				X		While CI Track is being used, it is difficult to ensure that students aren't logged on to separate labs or while in class. Further, there is difficulty tracking students when they fail to log off. There is a suggestion that CI Track integrate with other programs so that students cannot log in to labs while they are enrolled in a class at a specific time. There is no attendance tracking software currently in use for staff. Instead, when someone is absent, there is an enormous amount of time and paperwork assiciated with deducting their time. It is possible that our current software could be used for this purpose.	TAG has asked District personnel to check into the ability of CI Track and Colleague to interface with each other in order to eliminate the "double-dipping" issue for labs. There is no attendance tracking system for staff and faculty.
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.					X	No progress has been made and in fact, the quality of service of the helpdesk has deteriorated over the past academic year. It is recommended that RCC establish its own help desk that can provide virtual and on-demand assistance with both hardware and software questions.	It is recommended that we hire RCC Help Desk staff.
7	Provide comprehensive access to the Online Course Management Systems (LMS) for all full-time and associate faculty				X		Currently, all faculty must attend an online course that introduces the LMS; however, it is not an effective method for learning "how" to use Blackboard nor what the best practices are for online learning. Moreover, "class spots" are provided on a limited basis for web-enhanced courses. It is recommended that all faculty attend a more effective academy such as the DE academy held in June. Additionally, it is recommended that ALL faculty who wish to have one be assigned a course shell to store documents and communicate with their students.	It is recommended that the distance education (DE) Coordinator and the DE committee consider these issues and make recommendations.
8	Evaluate infrastructure in all buildings for emergency preparedness and evacuation				X		It is recommended that the Safety committee, along with college personnel, evaluate each building on campus for emergency preparedness and make recommendations to TAG for technology needs and RDAS for resource needs.	It is recommended that the Safety committee, along with college personnel, evaluate each building on campus for emergency preparedness and make recommendations to TAG for technology needs and RDAS for resource needs.
9	Establish a Technology Services Directory on the RCC website that details the technology services available, a description of each service, and the contacts for those services						It is recommended that the TSS department create a directory of employees and their specialities so faculty and staff know who to call for specific questions. Currently, there is only a listing of personnel online: http://www.rcc.edu/tss/Pages/Staff.aspx	TSS department will create an organization chart (to be provided once available). However, the TSS manager is concerned that faculty and staff will reach out to TSS staff and distract them from their duties. Therefore, a RCC Help Desk must be established.
10	Establish guidelines for performance and standard computer users.	X					This was determined during Spring of 2015. See revisions to the Technology plan under guidelines and standards.	

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E	**Provide adequate funding for the maintenance of existing technology and the purchase of emerging technologies**		X				Replacement technology (including computers for staff, faculty and labs) will be replaced every 5 years on a rotating basis, according to the technology plan. The funds to be used are those raised from the Capital Outlay Surcharge fees. These funds are paid by out-of-state and out-of-country students. In the 2015-16 academic year, these funds will amount to over $300,000. These are restricted funds that can only be used for capital outlays (not general fund dollars). The State of California provides CCCs with Instructional Equipment funds. There are also some funds from grants and Perkins monies. RCC will purchase new technology and computers (from requests from Program Reviews) from these funds. Computer and technology repairs will be made through our contract with Western Data. If, however, Western Data is unable to repair the equipment in question, it will be placed in the queue for replacement technology. Technology Support Services holds the budgets to pay for these contracts.	
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:		X					
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. 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.			X				

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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. 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.			X				
iii	Reinstitute the technology and Equipment line item (6000 account) for individual departments requiring ongoing technology funds.					X		Resinstate department funds for training and conference travel.
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.				X		Currently, there are no monies set aside specifically for technology training. However, the current hardware/software/systems require immediate training for Technology Support Service staff in: Word Press (new college website software), Windows 10, Apple Products (Ipads/Desktops/Smartphones), CI Track reporting (student lab software), all other District-supported software (WebAdvisor/25Live/Footprints/Galaxy) Technology Training needs for faculty are:	It is recommended that at least three training categories be established: (1) technology training, (2) discipline-specific training (e.g. conference travel) and (3) teaching and learning training.