Technology Resources Plan

September 2015

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Introduction

The Technology Resources Plan describes the planning procedures towards developing the College's short and long-term technology resources needs. The plan documents how the College updates and replaces technology to ensure that technology services, professional support, facilities, hardware, and software are appropriate and adequate to accomplish our mission, improve institutional effectiveness, and ensure academic quality.

The Technology Steering Committee, a standing subcommittee of the Strategic Planning Committee (SPC), creates and has oversight over the Technology Resources Plan. The Technology Resources Plan provides strategies for the College to meet the goals of the Educational and Strategic Master Plan and provides support for the College to meet the goals of related planning efforts including Distance Education, the Equity Plan, and SSSP.

The Technology Resources Plan was written by a working group of the Technology Steering Committee (summer 2015), reviewed by Senior Staff (August 28), the full Technology Steering Committee (August 24 and September 29), Strategic Planning Committee (August 12 and September 9), College Council (Sept 14 and October 5), and Academic Senate (September 17 and October 1).

Los Angeles City College Mission Statement

Los Angeles City College empowers students from the diverse communities it serves to achieve their educational and career goals by providing learner-centered pathways to success through transfer, career and technical education, and foundational skills programs.

Assessment of Previous Technology Plan

Technology resource planning is ongoing. The 1997-2002 Strategic Plan for Information Technology, 2003-2008 Strategic Plan for Technology, and 2009-14 Technology Plan aligned with the College's strategic and educational master plans and provided measurable goals. An assessment of progress towards the goals of the 2009-14 Technology Plan provides a framework for the goals of the 2015 Technology Resources Plan.

2009-14 LACC Technology Goals		
Goal	**Objective**	**Status as of Summer 2015**
Goal #1 Improve the Technology Coordination, Planning, and Governance	Objective #1.1 Improve communication with adjunct faculty using personal email addresses where appropriate	Completed. Campus started using Office 365 in Fall 2014, which eliminated redundant accounts and has the capability to forward emails to personal accounts. Some workshops have taken place, but we should provide additional training on Office 365 for all campus employees (see objective 5.3).
	Objective #1.2 Instructional Assistants. Create a pool of Instructional Assistants who can float from lab to lab to increase supervision in student labs. Develop a coordinated system for deploying current and hiring future Instructional Assistants to provide support and coverage as needed in the maximum number of computer labs (recommend a supervisor position for	Discontinued. Would require significant changes to current practice and processes, as well as funding for 1 FTE to supervise the IAs centrally.

		oversight as well).	
	Objective #1.3 OSS participation in technology planning. The ITC (Info Tech Committee) has members from OSS (Office of Special Services) in order to ensure accessibility concerns are addressed. The objective is to comply with accessibility standards in all locations providing assistive technology for persons with disabilities.	Completed. Donna Morley from OSS has been an active member on the ITC for several years.
	Objective #1.4 Develop distance education program. The college is developing a distance education program that requires coordination between academic departments and administrative departments.	In progress. The College has increased its DE offerings every year. The College has developed student support services that are comparable to that offered to traditional students. LACC has developed a system to oversee the campus' DE offerings as a joint effort of the EPC and Curriculum committees. The DE committee, a subcommittee of EPPIC, defines the committee's purpose as the recommending body on academic and professional standards related to DE in its operating agreement. The committee also developed a DE Handbook to ensure accreditation standards regarding DE programs. The curriculum approval process for online and hybrid courses ensures that each course offered in an alternative method of instruction goes through a separate approval process to specifically address those aspects of the course that are pertinent to course delivery in an alternative method of instruction. (Evidence: DE operating agreement; DE Handbook.) This objective will be added to the 2015-2020 Distance Education Plan.
	Objective #1.5 Equipment replacement policy. IT consults with ITC to create a cascading replacement policy in progress, looking for a 5 year replacement system (extending it from 3 years). Further, computers older than five years should not be redeployed.	Completed. The campus follows established practices and procedures for equipment replacement. IT works with the Receiving Department to maintain its updated technology equipment list (See Appendix B). As funds become available, equipment is replaced based on the equipment list.
Goal #2 Increase the Computer Proficiency of the Campus Community	Objective #2.1 Increase awareness and utilization of IT resources. Increase the awareness of the existence of technological capabilities already in place on this campus and available through the district. Encourage the utilization of these existing systems to move toward a paperless campus.	Completed. Increased use of email communication with students; training provided on use of the District Portal. Online CMMS system allows for paperless submission and tracking of work requests. The District provided training on CMMS in 2014. Facilities and IT work order summaries available to track annual usage and completion of requests. (Evidence: Annual summary of work requests)
	Objective #2.2 Provide on-going training. Continue to offer training for professors who seek to use the campus-approved course management systems.	Completed. Etudes trainings from 2012-2015: • June 2015 - 15/24 completed/attempted • March 2015 - 18/23 • January 2015 - 5/10 • August 2014 - 6/10 • May 2014 – 4/10 • March 2014 – 7/10 • January 2014 - 7/10 • Sept 2013 – 3/10 • July 2014 – 4/10

		• June 2014 – 5/10 • April 2013 - 2/10 • February 2013 – 5/10 • September 2012 – 12/20
	Objective #2.3 Maintain on-going staff development training (@One), online, on-site, and off-site.	Completed. Microsoft IT Academy online training data and MOUS training data. For the 9/2012-9/2015 period 385 training instances with an approximately 65% completion rate.
	Objective #2.4 Student technological literacy program. Institute a system for ensuring students' technological literacy based on the program that Ed Planning and Basic Skills are developing.	Completed. Technological Literacy is one of the current institutional learning outcomes (ISLO). It is defined as: *Learners use computers and related technologies to achieve academic, personal, and professional goals*. This ISLO has been assessed using the CLSOs that mapped to it.
	Objective #2.5 Computer competency program. Develop computer competency program (a combination of a proficiency test and/or a course) for students to address the educational and vocational realities of the 21st century.	Completed. Technological Literacy is one of the current institutional learning outcomes (ISLO). It is defined as: *Learners use computers and related technologies to achieve academic, personal, and professional goals*. This ISLO has been assessed using the CLSOs that mapped to it.
	Objective #2.6 Greater utilization of electronic classrooms and computer labs. Utilize electronic classrooms and labs for student instruction and training in computer proficiency in addition to academic programs.	Completed. Campus has increased the number of labs and Smart classrooms through the Bond Program. As of Summer 2015, students have access to 2,001 computers in 73 labs. See Appendix A for complete list of computer labs available to students.
Goal #3 Foster the Instructional Integration of Information Technology	Objective #3.1 Increase class accessibility. Expand distance education to address the needs of students by making classes more accessible and convenient. This move can increase enrollment and mitigate the disruption of construction on course offerings. An online AA degree program will permit us to remain competitive.	Completed. The number of DE sections has increased each year. The College does not have an online AA degree, but developing such a degree is part of the 2015-2020 DE Plan.
	Objective #3.2 Increase student access to technological resources. Augment the technological resources available to students including expanding the current pre-paid printing system to serve more locations providing better access, a technology help desk, and implement a Web Portfolio for students ("Academic My Space") which could be paired with the campus portal.	Completed. Printing systems exist in Library and ASG. New systems can be placed in the new Student Services building. Technology help desk for students is not in place; discussions can take place with ASG for students to provide support for other students. Web Portfolio (personalized portal) will be implemented through the new SIS.
	Objective #3.3 Provide additional faculty resources. Provide anti-plagiarism tools such as turn-it-in.com	In progress. Discussions about turn-it-in.com are ongoing in the Academic Senate. Preliminary survey completed in 2014-15 to compare anti-plagiarism tools.
	Objective #3.4 Campus-wide access to standard computer applications. Standardize and make available campus-wide a broader basic set of computer applications (which includes not only MS Office, but also software for image manipulation, such as Photoshop and Acrobat Professional, etc.) Make better use of existing application licensing by managing concurrent usages. Creating a sub-committee or a taskforce to investigate, evaluate, implement and integrate open source software into the campus offerings	Completed. MS Office and Adobe Master Collection (as of 2012) are standard on all campus computers.
	Objective #3.5 Custom application development. Create in-house capability to develop custom applications for programs and departments.	Discontinued. Not possible; will require a full-time programmer.

	Objective #3.6 Support a standard Course Management System. Support ETUDES (or similar distance education software).	Completed. Etudes and Moodle are approved as CMS for the campus, with the majority of faculty using Etudes. Campus will consider the use of Canvas CMS/LMS starting for Fall 2016. This plan is part of the new 2015-2020 DE Plan.
Goal #4 Expand the Use of Management Information Technology in Campus Planning, Research, and Administrative Activities	Objective #4.1 Leverage new technologies to provide increased access to the functions of Student Services.	Completed. Purchased SARS (Scheduling Automated Resource System) in Fall 2014, Web Q&A Summer 2015, Online Orientation provided as of Spr 2015, implemented and expanded use of Facebook/ Twitter/ Snapchat/ Instagram/ Hashtag; online counseling as of Fall 2015.
	Objective #4.2 Implement a system for maintaining a current hardware and software inventory utilizing a computer database.	Completed. Local inventory is in place. New CMMS will include a District-wide inventory.
	Objective #4.3 Conduct an annual IT survey / needs assessment college wide to students, staff and faculty.	Completed. Campus climate survey 2014. District student survey 2014. Admin Services survey fall 2014.
	Objective #4.4 Electronic transactions. Develop a system for electronic transactions. This system could include the ability to provide key-less entry to buildings, offices and classrooms and student ID card swiping for attendance recording. This system could also provide a secure method for guest parking pass distribution.	Completed. New and modernized buildings have the capability for keyless entry. Attendance recording occurs using the STARs system, which will be replaced by CI-Track. Guest parking passes are sent via email through the Sheriff's Office and Administrative Services.
Goal #5 Upgrade network infrastructure to meet the current and future demand	Objective #5.1 Expand the campus' wireless network. Expand the campus' wireless network to provide ready Internet access for both classroom instruction and for general Internet use, include all instructional buildings and areas with high levels of student congregation (quad, student center, etc.).	In progress. All new and modernized buildings now have wireless. 80-85% of the campus now has wireless coverage. The plan is to be close to 100% by the end of the Bond project. (Radiologic Technology, Theater Arts, and Communications Building are not covered by Bond; covering those will require other funding sources.)
	Objective #5.2 Open computer labs for students. Create an expanded all-college lab, combined with the Teaching Learning Center to provide a computing facility to reach all students, faculty, and staff providing potentially seven-day accessibility to a multipurpose lab. This lab should be provided with partitions to allow it to serve multiple simultaneous functions (an open lab, proctoring exams, training faculty, and small workshop spaces).	Completed. Computers in the Library and ASG (Student Union) are accessible to all students. Computer labs are also available in FH and JH. Student Services building was programmed to include a computer lab. (Evidence: Appendix A list of computer labs.)
	Objective #5.3 Network storage. Increase server storage space for students, faculty, and staff to provide additional email and personal storage, and to provide a collaboration environment that includes departmental storage (student document storage and an email system with continuity).	Completed. Office 365 has addressed these needs with web apps and OneDrive 1000GB of space for all campus constituencies. Some workshops have taken place, but we should provide additional training on Office 365 for all campus employees (see objective 1.1).
	Objective #5.4 Develop audio and video streaming for promotional and instructional uses.	Completed. The state chancellor's office provides a streaming service free to all CCCs, the campus audio/video streaming is handled through that program. Additionally many faculty members utilize YouTube. There are video conference solutions from the state that are readily available to all faculty, including http://cccconfer.org/ and https://www.zoom.us/. The Library has added Films on Demand, a database of streaming videos for students.

| Goal #6 Establish and maintain external partnerships to increase resources available to the campus community | Objective #6.1 Coordinate with departmental advisory groups, community outreach programs, and local business organizations. | Completed. Examples: Hollywood Foreign Press Association, 2014: upgraded Cinema/TV studio; Herb Alpert Foundation grant, 2013: upgraded Music computer lab; Foundation, 2015: sponsoring upgrades to the College website. This is a continuing goal of the 2014-20 ESMP (objective 4.5). |
| | **Totals:** | **21 Completed** **2 In progress** **2 Discontinued** |

Technology Resources Trends

2015 District Student Survey

An overwhelming percentage of students (87%) agree that instructors adequately use available technology in and out of the classroom. A majority of students (67%) agree that College equipment and labs are adequate and up-to-date. An even higher percentage (74%) agree that the College's Wi-Fi is accessible and secure. These numbers reflect the fact that due to the Bond Program all new and modernized buildings now have wireless and 80-85% of the campus now has wireless coverage. The Facilities Plan is for the College to be close to 100% by the end of the Bond Project. (Note: Radiologic Technology, Theater Arts, and the Communications Building are not covered by the Bond; covering those will require other funding sources.) Only 47% of students are aware of who to contact if they have a problem with their LACCD email account. The IT office does provide support for students, but is unable to support all students with email issues. One solution is to work with ASG to provide some improved support.

2015 Administrative Services Survey – Information Technology

Clients are satisfied (95%) with IT and the IMC, including repairs, installations, and configurations. Lowest satisfaction rates were in relation to copiers. The College initiated a process to get full-service resources for all printing and copying needs, and the District is creating a similar project.
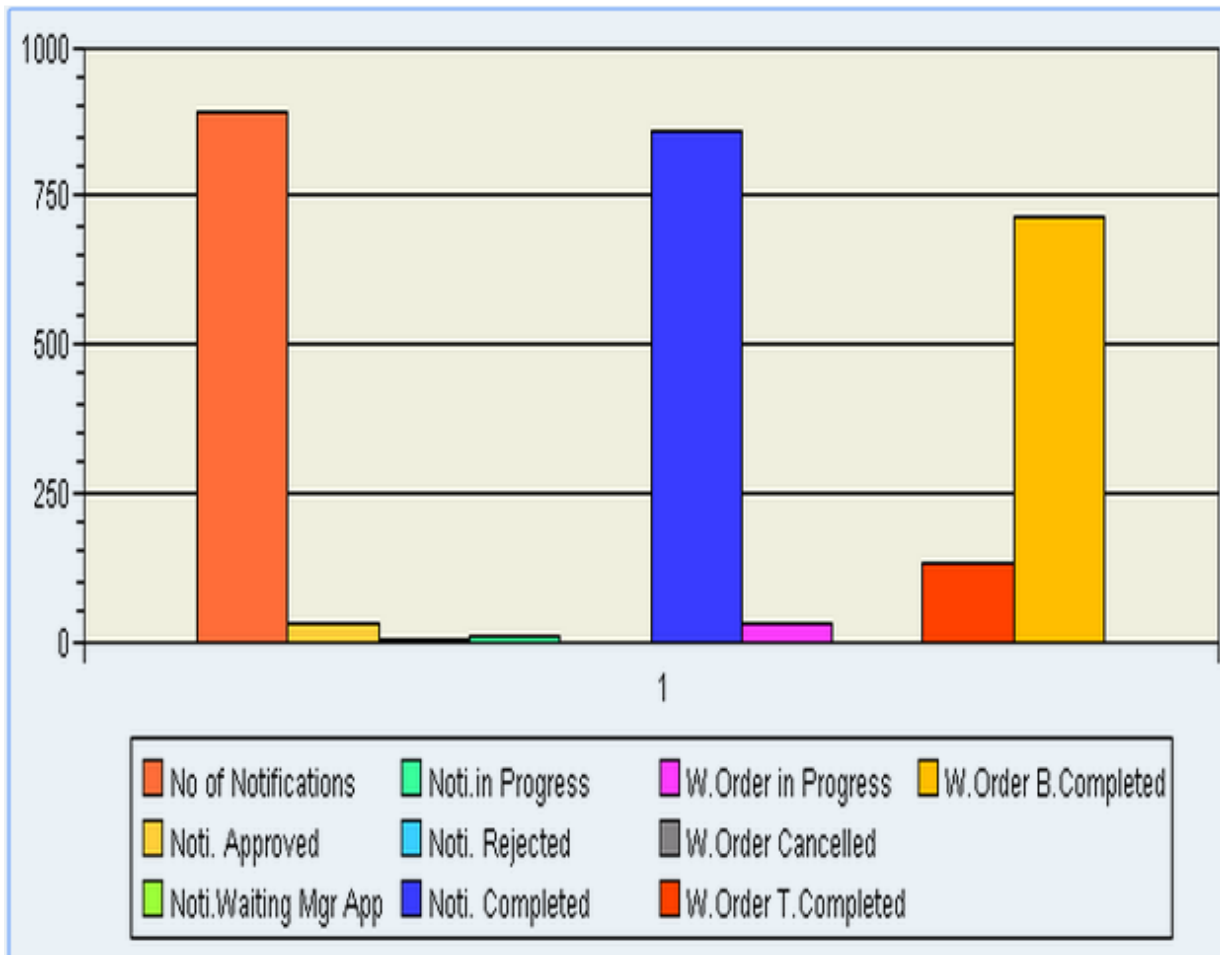
2014 and 2015 Campus Climate Survey

A majority of employees (64%) agree that units continue to use the program review process to address technology needs, and the number is likely to increase as the College becomes increasingly familiar with the program review cycle. A similar percentage agrees that the institution uses the results of the evaluation for the basis of improvement. Given these results, the College needs to improve communication between IT and units and make clear which is responsible for ongoing maintenance of technology.

An overwhelming majority (86%) of employees agree that technology resources help students meet their learning needs. A similar amount (85%) agree that technology resources help faculty meet their teaching needs. Employees are aware that training is available for assistive technology for faculty, staff and students (84%), though OSS could provide further education on the service. Employees are in general satisfied with the amount and quality of training they have received in

information technology (70%), but the relatively low percentage indicates the College could provide additional education on the types of trainings available. Employees are satisfied with the timeliness and quality of IT support and maintenance (80%). An additional conclusion from the results of the survey is that the College should consider setting aside funds annually to address the 5-year refresh cycle.

IT Help Desk Summary Reports

Survey Summary Report

Menu ▾ | ◀ Back | Exit | Cancel | System ▾ | Details | Sort in Ascending Order | Sort in descending order | Set filter | Total

Report: City Campus Survey Summary Report
From Date: 08/01/2014
To Date: 07/31/2015

Question	Σ	Fully satisfied	Σ	satisfied	Σ	somewhat satisfied	Σ	unsatisfied
How do you rate our response		157		25		8		6
Was the service completed to your satisfaction		166		16		6		8
Was the task performed in a professional manner		175		14		0		7
Was the area left in a orderly manner		179		13		0		4
	▪	677	▪	68	▪	14	▪	25

Legend:
- No of Notifications
- Noti.in Progress
- W.Order in Progress
- W.Order B.Completed
- Noti. Approved
- Noti. Rejected
- W.Order Cancelled
- Noti.Waiting Mgr App
- Noti. Completed
- W.Order T.Completed

Work order Summary report

Menu ▾ | 🔼 ◀ Back | Exit | Cancel | System ▾ | Details | Sort in Ascending Order | Sort in descending order | Se

Report: CITY Campus Work order Summary Report
From Date: 08/01/2014
To Date: 07/31/2015

WORK CEN...	Σ	No of Notifications	Σ	Noti. Approved	Σ	Noti.Waiting Mgr App	Σ	Noti.in Progress	Σ	Noti. Rejected
2000		1,094		17		7		7		1
2100		228		0		0		0		0
3000		217		5		0		0		0
	▪	1,539	▪	22	▪	7	▪	7	▪	1

Set filter | Total | Subtotals... | Print preview | Local file... | Mail Recipient | ABC Analysis | Graphic | Change layout... | Information

Σ	Noti. Completed	Σ	W.Order in Progress	Σ	W.Order Cancelled	Σ	W.Order T.Completed	Σ	W.Order B.Completed
	1,076		17		0		32		1,028
	228		0		0		1		227
	212		5		0		4		208
▪	1,516	▪	22	▪	0	▪	37	▪	1,463

Staff Development

Numerous information technology improvements have and continue to occur as a result of Staff Development. Outcomes of the Staff and Organizational Development action plans in support of the 2008-13 LACC Strategic Plan include:

- Increased use of SharePoint, providing the College a significant improvement in the documentation of process and outcomes, allowing all operating units of the College to engage in sustainable, continuous processes of quality improvement. These systems document the policies, procedures, goals, and outcomes of the operational units, creating the information systems necessary to facilitate the data-driven assessment of the accomplishment of the college mission. Staff Development trainings for faculty and staff on SharePoint continue to occur.
- Provided trainings in program review online interface. The online interface allows units to track progress towards planning objectives.
- Provided trainings in Etudes, eLumen, ECD, ESC, e-Folio, and MOUS towards improved planning, assessment, and learning outcomes.
- Support faculty and staff to utilize online @One training.

In conjunction with other College planning efforts through Staff Development, the College is developing a "culture of success" for employees through an understanding of student success

best practices to be delivered on campus and through an online portal (2014-15 Basic Skills Plan Goal C; 2014-15 Achieving the Dream Plan). The College is offering workshops and training on Student Success Scorecard, student learning outcomes, and student success in distance education (2014-15 SSSP Plan). The College is also providing training for faculty to meet CMS proficiency standards (2015-2020 Distance Education Plan).

Other Training

Library orientations teach students how to use the software on the computers such as databases, searching online catalogs, using the Internet, and offer assistance on other software including online course management systems. One of three IA/IT staff is always available to provide help for students using hardware and software on any of the 192 computers in the Library. For example, in 2013-14 the Library gave 129 orientations to 4,214 students.

Faculty members teaching an online class frequently use the two Library classrooms to give instruction on how to use our course management system.

Current Technology Resources Levels

Ratio of technology (as of summer 2015)
- Number of computers accessible by students: 2,001
- Number of faculty/admin computers: 864
- Total number of computers: 2,865
- Number of computer labs: 73

Organizational Structure

The faculty, staff, and students currently receive support from three different sources: Information Technology Services, departmental labs, and the Teaching Learning Center (TLC).

Information Technology Services Staffing
- 1 Manager of College Information Systems
- 2 Senior Computer & Network Support Specialists
- 4 Computer & Network Support Specialists
- 1 Asst. Computer & Network Support Specialist

Teaching Learning Center (TLC) Staffing
- The TLC is supervised by an IDWG Dean and staffed with a Computer & Network Support Specialist and an Office Assistant.
- The TLC provides training and support for both faculty and staff.
- Technology includes 14 PC computers, 3 Mac, and 18 laptop PCs. The 14 PCs are equipped with the software and access to District Systems.

Multimedia Center Staffing

- The Multimedia Center is supervised by the Manager of College Information Systems and is staffed by a Senior Instructional Media Specialist and an Instructional Media Specialist.

Department Staff
- The College has 73 department labs staffed by 8 FTE instructional assistants, including 3 for Library, 3 for CSIT, and 2 for CAOT.

Technology Resources Planning and Relation to the ESMP

Technology planning at LACC is guided by:
- Aligning with the LACCD Technology Strategic Plan Vision 2020 focus on learning, assessment, teaching, infrastructure, and productivity.
- Updating and replacing technology to ensure that technology services, professional support, facilities, hardware, and software are appropriate and adequate to accomplish the College mission, improve institutional effectiveness, and ensure academic quality.
- Integrating technology resource planning with the goals and objectives of the Educational and Strategic Master Plan (ESMP)
- Setting priorities for technology based on qualitative and quantitative data reviewed through institutional and program review
- Maximizing technology resources towards supporting student learning and success while ensuring the College budget is balanced and achieves maximum efficiency

Unit Level Planning. LACC determines its technology needs and identifies new initiatives through the comprehensive and annual program review process. As part of program review, units create unit planning objectives that support ESMP objectives. Units then submit resource requests to support their validated unit planning objectives. Resources are prioritized by the Budget Committee based on how well they support College priorities.

College-Level Planning. Each year the Technology Steering Committee receives ESMP measure updates for its assigned ESMP objectives and reviews EPPIC's Summary of Program Review results. The committee reviews and analyzes the data to identify possible college actions that could lead to improvement in the measure. The results of this review and analysis may include identifying areas of concern that warrant immediate attention for the college and making recommendations through the college governance structure for actions to improve the measure. Those technology requests that support College priorities will have a higher funding priority.

The performance measures of the ESMP allow the College to determine if its technology resources are sufficient to efficiently and effectively implement all educational programs and college services.

2014-2020 ESMP Goal	Objectives	Strategies	Performance Measures	Targets
Goal 3 Organizational Effectiveness: Increase institutional effectiveness through	3.2: Enhance employee development opportunities so that they are	3.2.2: Provide on-campus professional development opportunities that are consistent with the college mission and based on evolving pedagogy, technology,	Number of opportunities, participation rates, and satisfaction survey results for on campus	Increases and improvements in all measures, as appropriate

ongoing and systematic cycles of improvement that accomplish the college mission and educational strategic plan.	frequent, accessible and effective.	and learning needs	activities.	
Goal 4 Resources: Provide human, physical, technological and financial resources to efficiently and effectively implement educational programs and college services.	**4.2**: Ensure campus facilities and technology support priorities of student learning and success.	**4.2.1:** Ensure that accessible technology is functioning and available.	Percentage of accessible technology directly available to students and faculty	100% of all accessible technology needs met
		4.2.2: Information Services will regularly report on technology projects and their status to Technology Steering Committee.	Number of procedures/policies received by Technology Steering as a result of reports.	Report provided at every Technology Steering meeting.
		4.2.3: Provide students with adequate access to the computers, networks, and connectivity that are required to achieve their academic goals, complete classroom assignments and accomplish SLOs.	Institution standard refresh rate for replacement of technology and identification of additional need based on Program Review	100% of equipment refresh rate is achieved based on needs.

Staff Development has oversight of ESMP objective 3.2.2, OSS has oversight of objective 4.2.1, and the Technology Steering Committee has oversight of objectives 4.2.2 and 4.2.3.

Relation to Other College Plans and Policies

The Technology Resources Plan supports the efforts of the Distance Education Committee, Staff and Organizational Development Committee, Equity Plan, and SSSP in planning for appropriate instruction and support for faculty, staff, students, and administrators, in the effective use of technology and technology systems related to its programs, services, and institutional operations.

Distance Education Handbook	Before teaching an online or hybrid class for the first time, faculty must meet proficiency standards as approved by the Academic Senate. These standards require: A. Proficiency in the Course Management System B. Distance Education Pedagogy Training C. Development of Course Site for First-Time DE Faculty (*Distance Education Handbook*, pp.7-8)
Staff and Organizational Development Plan	Increase number and quality of Staff and Organizational Development trainings to support technology-mediated delivery of high-quality instruction, including training for IT staff to remain current with the latest technology used on campus, for faculty using distance education learning management systems and traditional classroom technology, and for staff in the use of technology to support student, faculty, and staff needs.

Equity Plan	As part of the Completion Agenda (Activities D.1, D.2, E.1):
	• Hire a STEM computer lab technician and web/social media manager
	    o Assists in the lab for students and tutors
	    o Maintains computers and computer updates of lab

SSSP	The types of services provided through the use of technology that directly relate to the delivery of services, such as online orientation, advising, and student educational planning: • The Assessment and Placement Management System (APMS) • The Los Angeles Community District Faculty Information System (Web

	Faculty Portal) - Early Alert
	- Action Plan It! Electronic educational planning tool - Online Chat with a Counselor (Planned) Online orientation - Online Advising - Server utilized for housing SARS and Action Plan It! - The Office of Institutional Effectiveness utilizes the college student information system (i.e. DEC) and Business Warehouse (BW) as a component of data gathering and analyses data using Microsoft Office and SPSS. Budget for 2015-16 includes: $140,000 for computer upgrades for assessment and counseling/advising/ed planning (online orientation) $10,000 to renew contract for SARS

2015-2020 Technology Resources Action Plans in Support of the ESMP

Strategies	Action Plans
3.2.2: Provide on-campus professional development opportunities that are consistent with the college mission and based on evolving pedagogy, technology, and learning needs	Increase number and quality of Staff and Organizational Development trainings to support technology-mediated delivery of high-quality instruction, including training for IT staff to remain current with the latest technology used on campus, for faculty using distance education learning management systems and traditional classroom technology, and for staff in the use of technology to support student, faculty, and staff needs (Distance Education Plan 2015-2020)
4.2.1: Ensure that accessible technology is functioning and available.	- Increase resources to improve access for students with disabilities. - Work with the State Chancellor's Office Hi-Tech Center to secure free versions of assistive technology.
4.2.2: Information Services [Information Technology] will regularly report on technology projects and their status to Technology Steering Committee.	- Add "status of technology projects" as a standing agenda item at TSC meetings - Address 100% of help desk technical support requests, per local service level agreement - Sharing of information from the District Technology Committee and Technology Planning and Policy Committee (TPPC)
4.2.3: Provide students with adequate access to the computers, networks, and connectivity that are required to achieve their academic goals, complete classroom assignments and accomplish	- Allocate funds towards implementing the campus 5-year equipment refresh list - Complete information technology upgrades as identified in the Bond Facilities Master Plan - Ensure that classrooms have access to appropriate

	multimedia technology and wireless connectivity
SLOs.	• Utilize and maintain quality distance learning tools and software
	• Evaluate and make recommendations to consolidate departmental labs to increase classroom utilization
	• Hire a STEM computer lab technician and web/social media manager (2014-15 Student Equity Plan)
	• Allocate budgeted funds for technology to support online orientation, advising, and student educational planning (2014-15 SSSP)
	• Renew contract for SARS (2014-15 SSSP)

Evaluation of the Technology Resources Plan

The Technology Resources Plan is assessed based on a review of performance measures in alignment with the ESMP. At the beginning of fall semester, the Technology Steering Committee will receive measure updates for all Technology Resources Plan goals, and review and analyze the data sets to identify possible college actions that could lead to improvement in the measure. Such review and analysis may include:
- Making recommendations for revising Technology Resources Plan goals and/or measures
- Identifying areas of concern that warrant immediate attention for the college
- Making recommendations through the college governance structure for actions to improve measures

Recommendations and action plans are documented and tracked as "ESMP Progress Report - Committee Updates" on the SPC SharePoint website. At the end of spring semester, the committee will provide a status report on the status of recommendations and outcomes of action plans as part of the annual committee assessment.

Appendix A: List of College Computer Labs

	Department	Location	PC/MAC	Qty	Description
1	Art/Architecture	DH 117	MAC	23	Classroom Facility
2	Art/Architecture	DH 219	MAC	28	Classroom Facility
3	Assessment	AD 319	PC	36	Dedicated Student Services Facility
4	Assessment	AD 305	PC	**38**	Dedicated Student Services Facility
5	Business Administration	DH 204	PC	34	Classroom Facility
6	Business Administration	DH 205	PC	39	Classroom Facility
7	Business Administration	DH 202	PC	33	Classroom Facility
8	Business Administration	DH 203	PC	33	Classroom Facility
9	Business Administration	AD 316	PC	**24**	Classroom Facility
10	CalWORKs	107	PC	30	Dedicated Instructional Facility
11	CalWORKs	LS 110/LS107	PC	17	Dedicated Student Services Facility
12	CalWORKs	LS 110	PC	**13**	Classroom Facility
13	Career Center	AD 109G	PC	5	Dedicated Student Services Facility
14	CDC	CDB 212	PC	3	Dedicated Instructional Facility
15	CDC	CDB 214	PC	3	Dedicated Instructional Facility
16	Chemistry	ST 316	PC	39	Classroom Facility
17	Cinema-TV	CC 220	MAC	36	Dedicated Instructional Facility
18	Cinema-TV/Photo	CC 147	MAC	32	Dedicated Instructional Facility
19	Cinema-TV	CC 118	MAC	29	Dedicated Instructional Facility
20	Collegian lab	CHEM 208	MAC	8	Dedicated Instructional Facility
21	Community Services	CAF 104	PC	33	Classroom Facility
22	CSIT	FH 206	PC	45	Dedicated Instructional Facility
23	CSIT	FH 202	PC	41	Classroom Facility
24	CSIT	FH 201	PC	41	Classroom Facility
25	CSIT	FH 208	PC	40	Classroom Facility
26	CSIT	FH 204A	PC	9	Classroom Facility
27	CTEL	FH B09	PC	32	Classroom Facility
28	CTEL	FH B07	PC	15	Classroom Facility
29	CTEL	FH B23	PC	18	Dedicated Instructional Facility
30	CTEL	FH B06	PC	44	Classroom Facility
31	CTEL	FH B02	PC	31	Classroom Facility
32	Dental Technology	ST 313	PC	19	Dedicated Instructional Facility
33	English/ESL	JH 310	MAC	35	Classroom Facility
34	English/ESL	JH 318	PC	15	Dedicated Instructional Facility
35	Financial Aid	SV125	PC	9	Dedicated Student Services Facility
36	Financial Aid	SV127	PC	7	Dedicated Student Services Facility
37	Foreign Languages	JH 115	PC	34	Dedicated Instructional Facility
38	International Students	CAF 107	PC	10	Dedicated Instructional Facility
39	Journalism Lab	CHEM 207	MAC	10	Dedicated Instructional Facility
40	Learning Skills	LS 206	PC	6	Dedicated Instructional Facility

41	Learning Skills	LS 211	PC	22	Dedicated Instructional Facility
42	Learning Skills	LS 201	PC	20	Dedicated Instructional Facility
43	Learning Skills	LS 205	PC	18	Dedicated Instructional Facility
44	Library	LIB 100	PC	36	Open Lab
45	Library	LIB 200	PC	150	Open Lab
46	Library	LIB 329	PC	41	Classroom Facility
47	Library	LIB 123	PC	48	Classroom Facility
48	Math	FH 104	PC	10	Dedicated Instructional Facility
49	Math	FH 106	PC	44	Classroom Facility
50	Math	FH 119	PC	51	Classroom Facility
51	Math	FH 301	PC	41	Classroom Facility
52	Music	CH 120	MAC	29	Dedicated Instructional Facility
53	Music	CH 130	MAC	36	Dedicated Instructional Facility
54	Music	CH 110	PC	11	Dedicated Instructional Facility
55	NonCredit	CAF 104	PC	16	Dedicated Instructional Facility
56	NonCredit-Laptop-Mobile	CAF 104	Notebook	33	Dedicated Instructional Facility
57	NonCredit-Mac-Mobile	CAF 104	MacBook	35	Dedicated Instructional Facility
58	Nursing	ST 224	PC	42	Dedicated Instructional Facility
59	OSS	SV 103	PC+LT	39	Dedicated Instructional Facility
60	Photography	CHEM Bsmt	MAC	16	Dedicated Instructional Facility
61	Physics	ST 216	PC	32	Dedicated Instructional Facility
62	Psychology	CHEM 210	PC	42	Classroom Facility
63	Social Science	FH 215	LAPTOP	36	Academic Study Facility
64	Speech	LS 105	PC	35	Dedicated Instructional Facility
65	Student Assistance	AD 105	PC	5	Dedicated Student Services Facility
66	Student Life	SU 100	PC	4	Dedicated Student Services Facility
67	Student Life	SU 200	PC	34	Dedicated Student Services Facility
68	Theatre Arts	201	MAC	12	Dedicated Instructional Facility
69	TLC	AD 300	PC/MAC	17	Training Facility for Employees
70	TLC-Mobile laptops	AD 300	LAPTOP	23	Training Facility for Employees
71	Transfer	AD 109E	PC	4	Dedicated Instructional Facility
72	Trio	SV 116	PC	19	Dedicated Student Services Facility
73	Veterans	SU 218	PC	3	Dedicated Student Services Facility

Total: **2,001**

Appendix B: Technology Equipment Replacement Schedule

The technology equipment replacement schedule is intended to follow the LACCD District Technology Council (DTC) recommendation for replacement of known technology equipment. This replacement schedule is considered for all equipment under warranty. If equipment is determined to be unwarranted, then it should be replaced as soon as possible.

- Desktops (PC/Mac) – 5 years
- Network Switches (Core/Edge) – 7 years
- Network Security Appliances (Firewalls) – 5 years
- Network Wireless Access Points – 7 years
- Network Access Point Controller – 7 years
- Software – recommend to remain current with the latest version for all software needed for academic instruction and administrative functions
- Mobile devices – 4 years
    - Tablets
    - Handheld Scanners
    - Laptops
- Thin-clients – 7 years
- Servers (physical) – 5 years
- Storage – 5 years
- Asset Tag Batteries – 5 years
- UPS Batteries – 5 years