DISTRICT ITS GOALS SUMMARY 2013

A. DISTRICT ITS GOALS (Extracted from District ITS Strategic Plan, Education Master Plan, and Bond Accomplishments/Future Plans which are all posted on the District website under Technology Services):

General Technology Goals:

1. Collaborate with all the college Committees and constituent groups to evaluate and select new technology systems that improve the student experience at the colleges, contribute to increasing student retention, improve the technology for teaching within the instructional areas, improve productivity in the overall environment, and strive for reduction of costs.
2. Work with all district and college staff to eliminate manual processes for improved productivity and to replace manual documents through use of the Document Management System and/or electronic forms with electronic routing and approval.
3. Establish technology standards at all locations to ensure system compatibility as new elements are introduced, to eliminate duplication thus saving costs, and to maintain a consistent life cycle replacement for updating technology equipment.
4. Installation of centralized Video Streaming capabilities district-wide to allow faculty the ability to broadcast on-going teaching sessions to the Web in "live" streaming mode and to additionally provide Video on demand for students to have desktop video conferencing capabilities and for staff to use for general training.
5. Increase the college course offerings using online learning management systems such as the current Blackboard System, while evaluating other competitor products based on price and feature options for future implementation.
6. Incorporate social networking media such as Facebook, Twitter, blogs, and texting into the college environment to modernize the forms of student communication in addition to the current email.
7. Addition of Lecture Capture software capabilities to record college courses for posting on web servers for student access 24x7.
8. Continue the expansion of technology-enabled "Smart classrooms" at the colleges taking into account new technology equipment options that integrate networking, computers, audiovisual technologies to allow multimedia and Internet access within the classroom with digital media encompassing audio, video, film, and graphic design.
9. Take proactive steps to enforce "green" standards where applicable as an integral part of the technology improvements.
10. Review and revise the current "2311 Computer Use Policy and Administrative Procedures" to include the district principles and standards for new technology trends that have been implemented over the past years such as Learning Management Systems, Website publications, Wireless access, BYOD, Smartphones, Cloud applications, and future Texting and Social Media communication vehicles in addition to email.
11. Continue to develop new creative strategies for cost saving measures related to the District Data Center facility and the Enterprise Systems hardware and software that District ITS is responsible for, such as was done for the consolidation of the 5-year maintenance agreements totaling $4.2M that was transferred to the Bond Measure B.

12. Utilize the balance of the Bond Technology funding prudently and strategically as has been done to-date to achieve the technology advancements required to support the colleges for faculty and student instruction.
13. Provide the technical leadership for all technology services at the district and both colleges, to support the Accreditation study exercises and visits, and to implement any needed recommendations that require technology improvements.
14. Continue to foster the collaborative work of the District and College Technology staffs with the college and district committees and departments to operate as a unified entity with the same goals and objectives for the critical technology initiatives to provide the best service possible to assist our students, faculty, and staffs.
15. Expand current methods for user training and procedural documentation on new Enterprise application systems that are implemented to gain the full benefits.
    a. If budgets are available, hire full time staff within ITS to be dedicated to provide user training on new systems or new features on existing systems as well as work with users to develop new procedures to reflect their new automated environment. (This was noted in the District Strategic Plan as far back as 2007 since currently the same ITS staff who does the development projects and maintenance of the production systems is the one who does the user training.)
    b. Expand the usage of online Webinars for training and post recordings for easy access.
    c. Adopt and encourage the usage of the "Train the Trainer" model within the user departments to distribute the training needs on a part-time basis to existing staff to empower them to provide their own training to new employees or existing employees, with emphasis on their internal department procedures which make the training more meaningful.

Enterprise Application Systems Goals:

16. Continue to improve access to data contained within the Enterprise Systems by migrating more and more functions to the Web platform for increased online real-time access and providing ad-hoc reporting/query tools for data extractions and data combinations across multiple systems.
17. Provide ad-hoc reporting tools that make data more accessible for the Banner Enterprise System and the other "mission critical" third party software products that interface with Banner in order to easily combine data across multiple systems.
18. Migrate to the newer technology for Mobile applications with smart phones and to take advantage of the Cloud technology options where appropriate for the Banner Enterprise System, the Course Management Blackboard System, and other third party systems as they become available.
19. Expand our storage capabilities to large scale SANS to accommodate the electronic storage of documents and to facilitate and expand access to these documents to transition to a "paperless" environment, utilizing our Document Management System.

20. Increase independent online student and counseling/tutoring services with features for Student Education Plans, Degree Course Requirements, Transcript Access, and Enrollment Outreach capabilities.
21. Implement more robust Enrollment Management capabilities with the new Banner product suite that gives better visibility on enrollment needs, student course needs, and alumni tracking.
22. Continue to ensure critical system redundancy for enterprise systems and utilities with disaster recovery protections.
23. Implement the new automated systems or additional features of existing systems that are needed by the colleges in order to meet the Student Success Support Program (SSSP) mandates.
    a. New Degree Works System for Student Education Plans & Student Degree Audits
    b. Support the Transfer Model Curriculum (TMC) for AA-T and AS-T through the Degree Works System and the new eTranscripts System for electronic send/receive of transcripts
    c. New online eAdvising feature in SARS for counselors
    d. Modifications to Student Priority Registration
    e. Updates to Rules for Course Repeatability and define related Families of Courses
    f. Change the MIS Data elements in accordance with new data tracking requirements for State reporting
    g. Work with Curriculum Committees to review the Course Equivalencies
    h. Future new State Common Assessment when available

Network Infrastructure Goals:

24. Implement virtualized servers and virtual desktops for both colleges and district where appropriate, especially in the college computer lab environments where software availability for students is critical.
25. Continue to add Wireless Access Points inside the buildings with increased wireless speeds and expand to provide wireless outside the buildings in student focused areas.
26. Keep abreast of the technology advances for WAN connectivity across all locations, such as the expansion of our current Opteman data communication lines and bandwidth along with the Internet offerings through CENIC, to accommodate increased system usage with improved performance, stability, and future satellite facilities for the colleges.
27. For the fiber installation, continue to perform upgrades for the edge switches and desktops to take advantage of the emerging technology to migrate from 100MB fiber to 1 GB fiber then to 10 GB and finally to 100 GB.
28. Implement a new comprehensive email archive system and migrate our current Novell operating system and Groupwise email to the standard Windows environment using Active Directory and Outlook.
29. Upgrade the network infrastructure and security protections and establish district-wide procedures and protocols to allow the expansion of the Virtual Private Network (VPN) capabilities to college and district staff to make on-line resources accessible from off campus.

30. Evaluate the potential integration of Voice over IP into the CLPCCD network infrastructure along with the potential performance and operational impacts, which would replace the current standalone phone systems at both colleges and merge the data and voice components.
31. Continue to support all technology infrastructure and computer hardware and software needs for new and renovated buildings in conjunction with the Bond facility project activity.
32. Complete the planned District ITS and College IT technology projects as described in the "Bond Accomplishments and Future Plans" document posted on the District website under Technology Services, with some key areas to be addressed including upgrades to cabling in older buildings, Smart classrooms, Wireless and BYOD, expansion of Wide Area Network and Local Area Network, and Video Streaming capabilities.