Admin - IITS (Goals)

Mission:
Instructional and Information Technology Services (IITS) supports the campus, local and global communities through various technologies in accordance with the college's educational mission. We work proactively with all college constituents to integrate our professional expertise in the areas of Application Development and Support; Instructional Media Production Services; Instructional Technology and Distance Learning Development Services; Academic Computing and Multimedia Equipment Services and Support; and Network Services and User Support. In addition to training and enabling our users on access to the various systems; we evaluate, advise, enhance, design, develop and support technological systems, processes and advancements on a daily basis while looking forward to and planning for the emerging trends in a constantly evolving technological environment.

Description:
This department was created to assist the college in reaching its full technological potential. This includes software, hardware, distant learning courseware, telephony, multimedia equipment and cable television programs.

Primary Functions - LAC:
Support and maintenance of the software, hardware, networks, multimedia equipment, cable television and distance learning campus-wide.

Primary Functions - PCC:
The primary functions at PCC are the same functions that are performed at LAC.

Describe how your dept. supports student learning:
The department maintains the technology that enables students to learn and, our department creates and supports online distance learning courses.

Staff:
All staff in:
Academic Computing & Multimedia Services
Instructional Media Production Services
Instructional Technology & Distance Learning
Application Development & Support
Network Services
User Support & Web Development

Names & Titles of Department Planning Participants:
See organizational chart.

2011-2012 Accomplishments:
All Phone Network Application (PNA) networked areas were upgraded to current switched Voice over IP network standards.
District's wireless internet coverage and capacity for Faculty, Staff and Students has been enhanced to keep up with increased footprint of the District.
Conversion to Voice over IP telephony was completed.
IITS applications, such as Peoplesoft, TracDat, data warehouse, content management systems and web applications are being effectively used.
Separate IITS help desks have been consolidated. Help desk ticket system enhanced to improve communications and to solicit user feedback.

2012-2013 Accomplishments:
Peoplesoft database split (CS and HR) and HR upgraded.
Student Education Plan completed.
Student Self-Service Degree Audit completed.
Digital signage deployed at both campuses.
Installed 36 new smart classrooms, 28 (MDAB) at the PCC campus and 8 (A building) at LAC campus.
Implemented ParScore SLO application
Replaced last of the PNA network devices (all offices are networked wired).
Provided Wi-Fi service in every building on both campuses.

Goals and Resources Needed
Goal: Maintain infrastructure and central communication services
Develop mechanisms to routinely update and replace central technologies and communication services that is robust and trusted.

N/A: 2012-2015 Cycle

Goal Status: NEW
Start Date: 01/01/2015
End Date: 
Goal Priority: High

Rationale:
As core communication technologies age, the reliability and confidence in these services degrade. It is imperative that equipment related to network and telecommunications, and core services (e.g. email) are reliable, secure, and continuously improve to meet the various needs of the campus.

Strategies:
Develop replacement plan for network and communications equipment and identify funding;
Enhance, test, and document daily backup strategy;
Implement Office 365;
Convert VoIP telephony system to Microsoft Lync;
Redesign Single Signon to automate activation and deactivation of accounts.

Responsible Parties: Deputy Director, Network

Campus supported by this goal/project/strategy: Both

Level of Support Needed: Department

Related Higher Level Goals

Administrative Services

Goal Type: Goal: Maintain a safe, clean and secure environment to promote learning and a positive and productive workplace.

Educational Master Plan 2011 - 2016

Goal Type: Goal: Promote, advance and support the effective integration of technology into the learning and work environment.

1. Related Resources Needed

Resources Needed name: Funding
Resources Needed Description: Equipment funding

Inter-Level/VP Level Group Decision: NEW
Fiscal Year: 2015 - 2016
Duration: On-going
Estimated Cost: 404314
Type of Resource Requested: Equipment
Justification for Resource Request: To routinely upgrade and expand central data and voice equipment, including servers, network equipment, wireless network equipment, and centralized storage.
Department Code: 678000 IITS
Requested Funding Source: General Fund

### 2. Related Resources Needed

<table>
<thead>
<tr>
<th>Resources Needed name:</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resources Needed Description:</td>
<td>Senior Network Administrator</td>
</tr>
</tbody>
</table>

| Inter-Level/ VP Level Group Decision: | NEW |
| Fiscal Year: | 2015 - 2016 |
| Duration: | On-going |
| Estimated Cost: | 150000 |
| Type of Resource Requested: | Personnel - Classified/ Manager |

**Justification for Resource Request:**
As the need to increase bandwidth, servers, storage, network, and wireless network, and centralized services (e.g. email, phone, spam control, etc.) expands and increases, IITS needs an additional Senior Network Administrator to perform required research, implementation, and maintenance functions.

Department Code: 678000 IITS
Requested Funding Source: General Fund

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**Goal: Improve quality & implementation of Distance Learning**

To enhance the quality and delivery of on-line and hybrid course instruction by integrating pedagogical and educational theories in online curriculum and implementing faculty training, evaluations and course assessments which promote student engagement and success.

| N/A: |
| Goal Status: | NEW |
| Start Date: | 01/01/2015 |
| Goal Priority: | Medium |

**Rationale:**
In the past, Distance Learning has focused on the tools or technology faculty use for instruction. Moving forward, we need to implement a Distance Education/Learning Program that focuses more on the academic significance and quality of our DL faculty, courses and curriculum. Developing a process for DL faculty training & evaluation, as well as, course approval, implementation, and evaluation, which give rise to high quality engaging online courses and certification programs. Leading to higher retention, success rates and enrollment.

Areas Distance Learning can improve is certifying distance learning faculty for teaching online, embedding course contact hours effectively, assisting faculty with effective curriculum development, assist academic services by implementing and monitoring student success measures and appropriately increasing student success measures.

**Strategies:**
- Establish an Online Teaching Certification Program (process, policy, training).
- Establish a DL Faculty Evaluation Process.
- Establish a DL Course approval, implementation and evaluation process.
  - DL course outlines, mandates, addendums
  - AAJC standards and SLOs (Regular and effective contact, etc.)
  - Examine student retention and success rates
- Evaluating potential growth and strategies (50% GE, etc)
- Develop DL Certification programs & Academic Transfer Certification for students
- Develop DL orientations for students.
Marketing/Communication of DL services. 
Develop a Distance Learning/Education Committee (focused on DL policies/procedures and implementation of above strategies.) 
Develop DL FANs (Faculty Advisory Network).

 Responsible Parties: Director of Instructional Technology and Distance Learning

 Campus supported by this goal/project/strategy: Both

 Level of Support Needed: School or VP

 Related Higher Level Goals

 1. Related Resources Needed

 Resources Needed name: Instructional Designer
 Resources Needed Description: Assist faculty and departments by integrating the tool into the curriculum

 Inter-Level/ VP Level Group Decision: NEW
 Fiscal Year: 2015 - 2016
 Duration: On-going
 Estimated Cost: 125000
 Type of Resource Requested: Personnel - Classified/ Manager
 Justification for Resource Request: Too often, Distance Learning is focused on the tool or the technology to assist student learning. An Instructional Designer understands, promotes, and assists faculty with educational theory pedagogy to determine the best forms of technology and modes of delivery.

 Department Code: 619100 Distance Learning
 Requested Funding Source: General Fund

 Goal: Continually Improve and Support Education Technology
 LBCC houses an impressive amount of technology for their faculty, staff, and students. It is critical that this department maintain the quality of this resource, promote and enhance technology, as well as support the employees use of technology.

 N/A:
 Goal Status: NEW
 Start Date: 
 End Date: 
 Goal Priority: Medium

 Rationale:
 Technology is infused with almost every aspect of our academic lives, and expectations of how technology can enhance student learning, operations, communications, and other daily tasks are ever increasing. Support for these technologies is critical for success.

 Strategies:
 Upgrade and stabilize Moodle to 2.7
 Develop training program for Faculty, Staff, and Students
 Develop online resources for instructional information for all employees including classroom hardware and software, quick guides, and related links.
 Develop replacement plan for edge device equipment (computers/multimedia) and identify funding
 Develop centralized helpdesk with layer one triage for immediate support
### Related Higher Level Goals

#### 1. Related Resources Needed

<table>
<thead>
<tr>
<th>Resources Needed name</th>
<th>Multi Media Personnel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resources Needed Description</td>
<td>Increase three part time positions to full time</td>
</tr>
</tbody>
</table>

**Inter-Level/ VP Level Group Decision:** NEW

**Fiscal Year:** 2015 - 2016

**Duration:** On-going

**Estimated Cost:** 150000

**Type of Resource Requested:** Personnel - Classified/ Manager

**Justification for Resource Request:** To support the increased technology in the classrooms.

**Department Code:** 613000 Media Equip Circulation

**Requested Funding Source:** General Fund

#### 2. Related Resources Needed

<table>
<thead>
<tr>
<th>Resources Needed name</th>
<th>Classroom and Lab Technology Refresh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Resources Needed Description</td>
<td>Funding to replace Classroom and Lab equipment, including computers, projects, document cameras, etc.) on a regular basis.</td>
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</tbody>
</table>

**Inter-Level/ VP Level Group Decision:** NEW

**Fiscal Year:** 2015 - 2016

**Duration:** On-going

**Estimated Cost:** 1412600

**Type of Resource Requested:** Equipment

**Justification for Resource Request:** Accreditation standards expect colleges to fund equipment on a routine basis to support instruction and operations.

**Department Code:** 613000 Media Equip Circulation

**Requested Funding Source:** General Fund
3. Related Resources Needed

**Resources Needed name:** Helpdesk Position  
**Resources Needed Description:** Add a second position to the Helpdesk

**Inter-Level/ VP Level Group Decision:** NEW  
**Fiscal Year:** 2015 - 2016  
**Duration:** On-going  
**Estimated Cost:** 120000  
**Type of Resource Requested:** Personnel - Classified/ Manager  
**Justification for Resource Request:** To expand and increase the support for the helpdesk  
**Department Code:** 613000 Media Equip Circulation  
**Requested Funding Source:** General Fund

4. Related Resources Needed

**Resources Needed name:** Sr. Technical Specialist  
**Resources Needed Description:** Additional Sr. Technical specialist that support staff and faculty

**Inter-Level/ VP Level Group Decision:** NEW  
**Fiscal Year:** 2015 - 2016  
**Duration:** On-going  
**Estimated Cost:** 120000  
**Type of Resource Requested:** Personnel - Classified/ Manager  
**Justification for Resource Request:** LBCC staff to employee ration is 1 to 300. Increasing the support staff will reduce the ration to 1 technical support employee to 240 employees.  
**Department Code:** 678000 IITS  
**Requested Funding Source:** General Fund

5. Related Resources Needed

**Resources Needed name:** Employee Computer Refresh  
**Resources Needed Description:** Funding to replace employee computers on a 4 year cycle.

**Inter-Level/ VP Level Group Decision:** NEW
**Fiscal Year:** 2015 - 2016  
**Duration:** On-going  
**Estimated Cost:** 312000  
**Type of Resource Requested:** Equipment  
**Justification for Resource Request:** To reduce repair of aging computers and to keep staff and faculty computers up-to-date.  
**Department Code:** 678000 IITS  
**Requested Funding Source:** General Fund

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**Goal: Develop Application Project Management Plan**

IITS will create an application development project management plan that address the needs of the various departments and allows for IITS to plan accordingly rather than be reactive.

**N/A:**

<table>
<thead>
<tr>
<th>Goal Status:</th>
<th>NEW</th>
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<tbody>
<tr>
<td>Start Date:</td>
<td></td>
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<tr>
<td>End Date:</td>
<td></td>
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<tr>
<td>Goal Priority:</td>
<td>Medium</td>
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</table>

**Rationale:**

Presently, departments purchase technology without realizing the impact the newly acquired technology will have on IITS resources, including staff, storage, backup and recovery procedures. This causes disruption and inefficiency, increases project implementation times, reduces quality of project, and causes much frustration for users and IITS. Developing a technology adoption and project management plan will assist IITS in resource planning, and increase project adoption rates.

**Strategies:**

Develop project request and priority plan to allow IITS to work on the highest priorities.  
Develop technology adoption policies to insure departments and IITS have the proper resources and accept responsibility for success of that project.  
Enhance staff training to increase support skills  
Develop communication plan to publicize status of projects.  
Integrate BSA’s with IITS to develop a common skill set, develop integrated workflows, and create integrated testing methodologies.

**Responsible Parties:**

Director, Application Development

**Campus supported by this goal/project/strategy:** Both

**Level of Support Needed:** School or VP

**Related Higher Level Goals**

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**1. Related Resources Needed**

**Resources Needed name:** Peoplesoft DBA  
**Resources Needed Description:** Peoplesoft Database Administrator

**Inter-Level/ VP Level Group Decision:** NEW

**Fiscal Year:** 2015 - 2016
Goal: Improve and Enhance College Website
Develop policies and procedures to keep the website fresh and useful.

N/A:
Goal Status: NEW

Start Date: 
End Date: 
Goal Priority: Medium

Rationale:
The lbcc.edu website is fragmented, unorganized, and outdates. Students, Faculty, employees, and external constituents depend on the website for up-to-date information. Student and employee webservice should seamlessly fold into the website.

Strategies:
Organize and ongoing website steering committee to recommend, develop, and maintain priorities, strategies, and standards that directly influence the design and services.
Assess the needs and satisfaction of Students, Faculty, Employees, and external constituents
Keep the site fresh and up-to-date while considering current and future technologies.

Responsible Parties: Director, User Support and Web Application Services

Campus supported by this goal/project/strategy: Both

Other Area impacted by this goal/project/strategy: Community Relations & Marketing

If Other select above, please specify: The majority of the design should be determined by Community Relations & Marketing.

Level of Support Needed: School or VP

Related Higher Level Goals

1. Related Resources Needed

Resources Needed name: Website Administrator

Resources Needed Description: Position to maintain technology behind a website

Inter-Level/ VP Level Group Decision: NEW

Fiscal Year: 2015 - 2016
<table>
<thead>
<tr>
<th><strong>Duration:</strong></th>
<th>On-going</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Estimated Cost:</strong></td>
<td>120000</td>
</tr>
<tr>
<td><strong>Type of Resource Requested:</strong></td>
<td>Personnel - Classified/ Manager</td>
</tr>
<tr>
<td><strong>Justification for Resource Request:</strong></td>
<td>In order to implement and maintain an enterprise website, IITS needs a Website Administrator to maintain optimal performance.</td>
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<tr>
<td><strong>Department Code:</strong></td>
<td>678000 IITS</td>
</tr>
<tr>
<td><strong>Requested Funding Source:</strong></td>
<td>General Fund</td>
</tr>
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