





## II. Technology Master Plan as part of the Educational Master Plan

One of the first documents written in response to the original requests of the Accreditation Team was the Technology Master Plan 2006-2009. This 32-page document presented six clear goals that were based on a prioritized three-fold vision about the role of technology at Imperial Valley College: to serve instruction; to support expansion; and, to maintain day-to-day campus operations.

This plan was well-received by the college. However, it was developed prior to the massive restructuring of the planning apparatus at IVC. Again, at the behest of the Accreditation Team, IVC began overhauling its planning process, developing new forms and reporting structures, culminating in the development of a new Educational Master Plan. A new Educational Master Plan Committee (EMPC) was created, as well.

Specifically, in "Recommendation 5," the Accreditation Team recommended that the "college develop a process to assess, review and modify the Technology Plan as the educational needs and program develop in order to support a college master plan. It is also recommended that the plan be aligned with college budgeting processes and staffing."

Accordingly, the EMPC—using comprehensive data acquired through the new IVC planning structures—presented a number of focused technology recommendations. Since the TMP 2006-2009 was developed before these EMPC recommendations, a slight realignment of procedures needed to be undertaken.

Now, the Technology Planning Committee updates the technology plan using input from the EMPC. This information is routed through the appropriate planning channels whereupon it passes through the Strategic Plan Committee on its way to the Board of Trustees approval. When the TMP 2006-2009 was created, this new planning process had yet to be

8. Offer ongoing professional development specific to Etudes training and to Banner applications training.
9. Support the college's efforts to become more "green" and efficient in its meetings through "Board Docs" and other software.

At this stage, the newly developed planning structures were beginning to fall into place. The original TMP 2006-2009 served its purpose, to establish a clear and purposeful sense of direction for the IVC's continued development and utilization of technology. And then, with the new planning structures, forms, and procedures falling in line, the spirit of the TMP 2006-2009 could flow through the appropriate channels, for review and approval—ultimately to play an important role in driving the college budget.

A graphic depiction of this process can be found on page 10 of the Educational Master Plan 2009-2010 document. The Technology Plan feeds into the Educational Master Plan while also connecting to the Budget Plan.

As the college continued its efforts, building a revamped planning apparatus, technology planning continued, also. The main intention was to align the earlier efforts that resulted in the TMP 2006-2009 with the larger efforts that resulted in the creation of the EMP and related entities (to include the various planning committees that feed information to the EMP which then goes on to the College Council, the Academic Senate, the Strategic Planning Committee, the Superintendent/President, and ultimately the Board of Trustees).

In an effort to realign ongoing technology concerns within the context of the new planning structures, the EMPC appointed a subcommittee to review and evaluate the technology sections of the Program Reviews. The initial summation was submitted to the EMPC as "Technology Master Plan 2009-2011." This document presented "an evaluation of the goals set forward" in the previous TMP 2006-2009. This document also contained "technology goals that emerged from the Educational Master Plan."

Since this second report was created, and as the college continued to fine-tune its planning structures, the technology planning cycles were re-focused to coincide with the larger planning design. All technology planning documents created to date can be considered in their entirety as the TMP 2006-2009. The next three-year cycle will result in the TMP 2011-2013.

However the review and alignment of TMP 2006-2009 with the EMP, the Annual Budget and Fiscal Plan, and the 10-year Facility Master Plan was not complete and thorough in the second document. The document has been updated and renamed as the "Technology Master Plan Midterm Report." The updated document will provide findings, status, and

- the balance between administrative and instructional needs;
- the deployment of a campus wireless network;
- the alignment of technology with the budgeting and staffing processes;
- the importance of technology and shared governance;
- the reaffirmation of technology committee structures and relationships.

The following describes the revised planning process infrastructure as part of the District response on Advancements since Fall 2009.

Currently, the technology planning process has been assimilated into the processes of the college and is fully implemented. High-lighting and driving the process is the use of data in planning and decision-making. The Institutional Research Office provides every department and division with standardized data (e.g., retention rates, success rates, and enrollment percentages), and the IT Department presents the enrollment data together with the cost information. These data drive the Program Review process. Coupled with the use of data is the integration of Student Learning Outcomes and Service Area Outcomes adopted by each department, division, and support area of the College.

In the revised Program Review process, the Program Lead identifies needs along with expected costs, a clear rationale, and specific justification. The Program Review process feeds information and specific data to the Educational Master Plan Committee to develop and update their plan—e.g., the Staffing Plan, Professional Development, the SLO Plan, the Facilities Plan, the Marketing Plan, and the Technology Plan. When the resource plans are completed, they are forwarded to the appropriate shared governance bodies for review and approval as recommendations, and then this material is forwarded to the Budget and Fiscal Planning Committee, the CEO, and ultimately the Board of Trustees. A five-year budget analysis was developed to aid in the review of the college's financial profile. In 2009, an ad hoc committee was formed by the Budget and Fiscal Planning Committee to evaluate the use of a resource allocation model for budget development.

Through the new Program Review and Educational Master Plan processes, important issues were identified that could be dealt with effectively utilizing the new planning apparatus developed by the college. For example, it was determined that the college should establish a wireless network across campus (Objective 5E in TMP 2006-2009). The installation was completed in Fall 2009, and an evaluation was set for 2010. The evaluation was handled by the DE Committee in conjunction with the IT Leads and the EMPC. The evaluation assessed the effectiveness of the network in enabling students and staff to access the Internet from any point on campus. This evaluative process, as a potential tool, will be evaluated for use as a model for other evaluative processes in the campus community (DE Committee minutes 2-17-2010). In addition, the development, completion, and evaluation of this wireless project was facilitated and focused by the newly created planning process.

The technology planning effort includes goals designed to better align technology with the college's budgeting processes and staffing. In addition, technology planners see the need for continued integration among Information Technology, Distance Education, Academic Services, and the shared governance structure on campus. These and other technology concerns can now be addressed efficiently and purposefully utilizing the new planning apparatus.

Key to the college's newly designed planning process is the need to align this process with the budget plan and with the facilities plan. In the ensuing section of this mid-term report,

details are provided that clearly reveal these links. Objectives are listed, and action items follow—all summed up with information in table form that highlights the connection among objectives, action items, budget, and facilities. From the beginning, as the college entered into the development of a completely overhauled planning process, it was central to this process that objectives connect in clear and significant ways to both the college budget and to the college's plans to expand, enhance, and maintain facilities. In the following section, these connections can be seen clearly—evidence of the initial success of the college's newly designed planning process.

### **III. Review of the Objectives in the 2006-09 Technology Master Plan**

The Technology Master Plan 2006-09 (TMP 2006-2009) contains 6 goals, 29 objectives, and 128 action items. As of February 2010, 98 action items have been completed, 15 action items are of continuous on-going type, and 15 action items will be completed in the coming months. In this section we will review the status of all the objectives and action items, identify their alignment with the Educational Master Plan, the Annual Budget and Fiscal Plan, and the 10-year Facility Master Plan.

#### **Objective 1A: Provide an updated computing environment for faculty and students and ensure proper support.**

This is an on-going objective and will be carried forward to the TMP 2010-2013. As stated in the TMP 2006-2009, Action Item #1, #2, and #3 have been completed.

#### ***Action Item #4: Replace outdated PCs for faculty and staff members.***

The IT Department has compiled a list of desktop PC and laptop inventory, and each computer has been designated a replacement date based on the 5-year replacement cycle. Together with the negotiated pricing with the computer vendor, a budget is generated each year for supporting the replacement.

In order to ensure the uniformity for support and cost saving, the Chief Finance Officer has requested the IT Department establish a centralized computer and printer purchasing process. An internal ordering website was established with the shopping cart feature; the standardized models of desktop PC, laptop, and printers are displayed with pricing information on the ordering web pages. Each department can order the needed equipment for their faculty and staff members to replace the outdated equipment. The shopping cart forwards the order to the IT Department to generate the purchase order. The equipment is shipped to the IT Department for initial configuration, and then delivered to the end user.

This online ordering process has helped to:

- a) simplify the equipment order process so purchase orders are issued only from the IT Department for easy tracking of expenses and warranty information;
- b) simply the process of updating the equipment replacement inventory list;
- c) provide advanced notice to the IT Department in terms of the timing and quantity of equipment that needs initial configuration.

This process helps scheduling the technicians' time, and the end user will get a faster delivery of the fully configured equipment.

#### ***Action Item #5: Replace outdated PC hardware in the student labs.***

The student computing labs are traditionally managed by the corresponding department. With the newly proposed 6-dean organization structure in the Instruction area (which was approved by Academic Senate on 2/17/2010),

The PC equipment in the student labs follows the same 5-year replacement cycle.

**Action Item #6: Update instructional software on student computers.**

The instructional software is traditionally managed by each Division individually for the software purchase, upgrade, and installation, tailored to its special needs. With the newly proposed 6-dean organization structure in the Instruction area (which was approved by Academic Senate on 2/17/2010), the support of the instructional software used in the student labs will also be consolidated into the Dean of Learning and Instruction Support.

**Action Item #7: Evaluate the PC client management system and select the proper one for deployment.**

As the number of PC workstations grows, a centralized PC client management system is needed to simplify the setup, upgrade, trouble shooting, and soft



presentation

**Objective 1B: Install audio/visual equipment in all classrooms.**

***Action Item #1: Install projection screen, video projector, VHS and DVD player, and audio speakers and amplifiers in each classroom.***

The audio/visual equipment deployed in the new 2700 building has set the standard for the smart classrooms in the college. As renovation applies to the older classrooms, the existing A/V system will be upgraded to meet the same standard as used in the 2700 building. Action Item #1 will be repeated as the old classrooms are renovated.

***Action Item #2: Maintain the Audio/Video equipment; ensure they all are in good working condition.***

As the audio/visual equipment in all classrooms is standardized, the maintenance work becomes easier. Action Item #2 is a continuous on going item.

<p><b><i>Alignment with the Educational Master Plan:</i></b></p> <p>The Objective 1B is aligned with the Technology Recommendation #4 in the EMP.</p>
<p><b><i>Alignment with the Annual Budget and Fiscal Plan:</i></b></p> <p>The Library A/V Department will include the classroom audio/visual maintenance cost into the annual program review.</p>
<p><b><i>Alignment with the 10-year Facility Master Plan:</i></b></p> <p>As the old classrooms are renovated, the audio/visual equipment shall be brought up to the standard as used in the 2700 building.</p>
<p><b><i>Evidence:</i></b></p> <ul style="list-style-type: none"><li>• 2700 building smart classroom equipment list</li></ul>

**Objective 1C: Establish computer hardware standards for purchasing.**

***Action Item #1: Establish hardware standards for desktop and laptop computers based on input from Information Technology, and revise these standards on an annual basis.***

The Technology Planning Committee discussed and approved the standard models of PC desktops and laptops recommended by the IT Department. Action Item #1 is a continuous on going item.



***Alignment with the Annual Budget and Fiscal Plan:***

Through the establishment of the equipment replacement inventory list and the internal ordering website, this objective is closely tied to the Annual Budget and Fiscal Plan.

The process for aligning with the Annual Budget and Fiscal Plan allows for the IT Department to present the needed funding based on the equipment replacement inventory list to the Budget and Planning Committee each year for inclusion.

***Alignment with the 10-year Facility Master Plan: N/A***

***Evidence:***

- Technology Planning Committee meeting minutes.

**Objective 1E: Apply virtual desktop (NComputing) technology in the Reading/Writing Labs.**

As stated in the TMP 2006 2009, Action Item #1 was completed.

***Action Item #2: Deploy 35 computer units in the Reading/Writing Labs.***

This Action Item was also completed in March 2009, a total of 45 units were installed.

This completed all the Action Items in Objective 1E. The NComputing technology proved to be cost effective and energy efficient. As new student labs are constructed, this technology should continuously be applied. Therefore, an on going action item of "Continue to apply the NComputing technology to new and expanded student labs" should be included in the TD0Tc@003Tjw(PTDp)6.D.0006Tc(should)Tj/TT11Tf2.72680TD25



**Objective 1G: Make a concerted effort to**

**Evidence:**

- The meeting minutes of ICOE/IVTA Board.

**Objective 2B: Develop a contingency plan for the distance education course management system.**

***Action Item #1: Develop a contingency plan to consider utilization of an alternative online CMS in the possible event that the ETUDES might no longer be supported or available.***

This action item was scheduled to be completed in Fall 2009. However, no report has been shown yet. The responsible person for this action item needs to be changed to the Distance Education Committee.

***Alignment with the Educational Master Plan:***

Objective 2B is aligned with Technology Recommendation #1 in the EMP.

***Alignment with the Annual Budget and Fiscal Plan:*** N/A

***Alignment with the 10-year Facility Master Plan:*** N/A

**Evidence:**

**Objective 2C: Develop the transition plan for the ending of the ACCESO project Title V grant.**

***Action Item #1: Formalize ACCESO and our distance education advisory groups into a standing sub-committee under the Academic Senate.***

The Distance Education Committee was formed in February 2009 as a standing sub committee of the Academic

The ACCESO program was approved for a one year extension at no cost until October

***Alignment with the Annual Budget and Fiscal Plan:***

The Banner upgrade has always been a highly technical, complex, and tedious task. The IT Department takes the work in house with a minimum of support from a SungardHE remote DBA in order to save costs.

***Alignment with the 10-year Facility Master Plan:*** N/A

***Evidence:***

- Banner User Group meeting minutes.

**Objective 3B: Implement the XtenderSolutions System.**

As stated in the TMP 2006 2009, Action Items #1 through #3 were completed.

***Action Item #4: Planning system upgrade to work with Banner version 8.***

This Action Item is tied to the Action Item #9 in Objective 3A. The system upgrade has been planned and will take place after the successful upgrade of CAL B 7.7.

***Alignment with the Educational Master Plan:***

Objective 3B is aligned with Technology Recommendation #1 in the EMP.

***Alignment with the Annual Budget and Fiscal Plan:*** N/A

***Alignment with the 10-year Facility Master Plan:*** N/A

***Evidence:***

- Banner User Group meeting minutes.

**Objective 3C: Implement the Fixed Asset System.**

As stated in the TMP 2006 2009, Action Items #1 through #3 were completed, and that marks the completion of this Objective.

***Alignment with the Educational Master Plan:***

Objective 3C is aligned with Technology Recommendation #1 in the EMP.

***Alignment with the Annual Budget and Fiscal Plan:*** N/A





a change in the current business process. Therefore, a business process analysis (BPA) was initiated. Due to the retiring of several key personnel in both the Human Resources and the Business Departments, the BPA was temporarily halted awaiting time when replacement personnel are in place. This Action Item will be carried forward to the TMP 2010 2013.

***Alignment with the Educational Master Plan:***

The Objective 3E is aligned with the Technology Recommendation #1 in the EMP.

***Alignment with the Annual Budget and Fiscal Plan:***

By switching to the web time entry, the College can save printing and paper as well as simplify the time-sheet approval and recording process.

***Alignment with the 10-year Facility Master Plan:*** N/A

***Evidence:***

- SungardHE consultant's trip report.

**Objective 3F: Purchase the Oracle campus license**

As stated in the TMP 2006 2009, all action items in this objective were completed, and this marks the completion of this in



### **Objective 3H: Implement the Position Control System.**

As stated in the TMP 2006 2009, Action Items #1 was completed.

#### ***Action Item #2: Schedule on-site training and configuration review.***

A Banner Position Control consultant from SungardHE made multiple trips to conduct the training from December 2008 to May 2009. Attendees were members of the Human Resources department, the Financial Aid department, and the IT department.

During the training on the TEST instance, the team got to a point in which the project needed to stop and be re-analyzed. A mapping and business process analysis are needed. The 9/1/2009 trip report by the SungardHE consultant provides a detailed analysis of the situation.

This Action Item needs to be carried forward to TMP 2010 2013.

#### ***Action Item #3: System test using the TEST instance.***

The TEST instance setup was completed in December 2008, to support the training. This Action Item has been completed.

#### ***Action Item #4: System available for production use.***

Due to the problems encountered in Action Item #2, this Action Item could not be completed and will be carried forward to the TMP 2010 2013.

#### ***Alignment with the Educational Master Plan:***

Objective 3H is aligned with Technology Recommendation #1 in the EMP.

#### ***Alignment with the Annual Budget and Fiscal Plan:***

The Position Control module works closely with the Human Resources module to support the processing of employee jobs and to provide data for salary planning.

#### ***Alignment with the 10-year Facility Master Plan: N/A***

#### ***Evidence:***

- SungardHE consultant's trip report for scribing work and user training.
- Banner User Group meeting minutes.

### **Objective 3I: Implement the Payroll system.**

As stated in the TMP 2006 2009, Action Items #1 was completed.

The Banner Payroll module is very complex; therefore, it was scheduled as a three year project. The first step is to implement the Position Control module. As stated in Objective 3H, the Position Control module implementation is currently being re evaluated. Therefore, this Objective together with its action items will be carried forward to the TMP 2010 2013.

***Action Item #2: Schedule on-site training and configuration review.***

This Action Item will be carried forward to the TMP 2010 2013.

***Action Item #3: System test using the TEST instance.***

This Action Item will be carried forward to the TMP 2010 2013.

***Action Item #4: Reconcile with the payroll data from the county of Imperial to ensure data accuracy.***

This Action Item will be carried forward to the TMP 2010 2013.

***Action Item #5: System available for production use.***

This Action Item will be carried forward to the TMP 2010 2013.

***Alignment with the Educational Master Plan:***

Objective 3I is aligned with Technology Recommendation #1 in the EMP.

***Alignment with the Annual Budget and Fiscal Plan:***

The Payroll module is an important link in the highly integrated Banner system. The payroll module plays an important role in providing data linkage between the Financial, Financial Aid, Student, and Human Resource modules. It is a key module to ensure data integrity in the Banner system.

Currently the college payroll is processed by the county of Imperial with manual data input from the IVC Business Office.

***Alignment with the 10-yea***

***Action Item #1: Reconcile faculty load records, implement error-checking reports, and establish an accurate faculty load report.***

Both the faculty load report and the error checking reports were completed. The results have been verified by the Instruction Office. This

needs and budgetary accountability.

***Alignment with the 10-year Facility Master Plan:*** N/A

***Evidence:***

- C&I Committee and Instruction Council meeting minutes.

**Objective 4A: Provide an updated computing environment for faculty and students, and ensure proper support.**

***Action Item #1: Periodically update technology training contents for new faculty.***

***Action Item #2: Perform faculty and staff surveys on a regular basis and use the feedback to prioritize the training course offerings.***

***Action Item #3: Develop an online tutorial of using Banner for new users.***

As IVC continues to move forward, the need





maintaining a server on campus. The hosting service also provides better redundancy and maintenance.

**Alignment with the 10-year Facility Master Plan:** N/A

**Evidence:**

- <http://www.imperial.edu> .

**Objective 5B: Upgrade campus intranet wiring.**

As stated in the TMP 2006-2009, Action Items #1 – #8 were completed.

**Action Item #9: Building 700 wiring upgrade.**

This Action Item was completed in March 2009.

**Action Item #10: Extend the intranet to the new science building.**

This Action Item was completed in December 2009.

All Action Items in this Objective have been completed and this marks the completion of the Objective.

**Alignment with the Educational Master Plan:**

The Objective 5B is aligned with the Technology Recommendation #1 in the EMP.

**Alignment with the Annual Budget and Fiscal Plan:** N/A

**Alignment with the 10-year Facility Master Plan:** N/A

**Evidence:**

- Network wiring in each building on campus.

**Objective 5C: Renew1 Tf.461Tc0 Twne.461Tc0cs 011 0 Å008( in the )6(TMP 20)6.5(06-2009, A)**

This Action item will be carried forward to the TMP 2010-2013.

**Action Item #7: Extend new intranet to the new 2700 building.**

This Action Item was completed in December 2009.

***Alignment with the Educational Master Plan:***

Objective 5C is aligned with Technology Recommendation #1 in the EMP.

**Objective 5E: Deploy a campus-wide wireless data network.**

***Action Item #1: Invite wireless network infrastructure vendors to present their products.***

This Action Item was completed in February 2009.

***Action Item #2: Conduct site survey, determine placement locations of radio units, compile equipment list, and determine the estimated costs.***

The site survey was completed in May 2009.

***Action Item #3: Assemble a complete end-to-end working model and test the authentication and network access control functionality.***

The testing was completed in September 2009. Two wireless SSID were assigned. The "IVC Intranet" SSID is for laptops that are in the Windows domain, and the "IVC Wireless" SSID is for all other laptops. A captive portal was setup to use the G#

***Action Item #1: Implement a pilot network storage file server for faculty and students to study and collect information about the file access, sharing, security, authentication method, and applications.***

The feasibility study was completed in February 2009. This Action Item is completed.

***Action Item #2: Based on the pilot study result, determine the best way to implement a full scale network storage file server for the entire campus to use.***

Based on the feasibility study, the conclusion was to implement a centralized network file server on campus to be shared by all users. This Action Item is completed.

***Action Item #3: Implement the production network storage file server.***

The network file server installation and deployment was completed in March 2009. This Action Item is completed.

All Action Items in this Objective have been completed and this marks the completion of the Objective.

***Alignment with the Educational Master Plan:***

Objective 5F is aligned with Technology Recommendation #1 in the EMP.

***Alignment with the Annual Budget and Fiscal Plan:***

The budget for the maintenance of the network file server is included in the annual Program Review submission from the IT Department.

***Alignment with the 10-year Facility Master Plan:*** N/A

***Evidence:***

- Technology Planning Committee meeting minutes.
- File server installed in the core server room.

**Objective 6A: Establish the Computer and Network Use Policy**

***Action Item #1: Current draft of the IVC Computer and Network Use Policy forwarded to Technology Council for review and approval.***

The Technology Planning Committee completed the review of the IVC Computer and Network Use Policy, and at their 2/19/2009 meeting the TPC approved forwarding the policy to the College Council. The College Council approved the AP3720 Computer and Network Use Policy at their 5/11/2009 meeting. The policy was approved at the 6/17/2009 Board Meeting (Resolution 14380, BP3720).

This Action Item is completed and so is the Objective.

***Alignment with the Educational Master Plan:***

Objective 6A is aligned with Technology Recommendation #1 in the EMP.

***Alignment with the Annual Budget and Fiscal Plan:*** N/A

***Alignment with the 10-year Facility Master Plan:*** N/A

***Evidence:***

- IVC Computer and Network Use Policy draft.
- Technology Planning Committee meeting minutes 2/19/2009.
- College Council meeting minutes 5/11/2009.
- Board meeting minutes 6/17/2009.

## IV. Going Forward – Revision of Goals and Objectives

### Introduction

In the 2009-2010 Program Review, Section F, “New Technology Needs,” was added as a means of communicating technological needs to the Technology Planning Committee. Based on the data collected, the following objectives were established:

- PR09-10 Obj-1. Complete campus-wide wireless network.
- PR09-10 Obj-2. Establish clear guidelines for recovery planning, redundancy, increased security, and maintenance of existing systems.
- PR09-10 Obj-3. Complete the installation of and training for DegreeWorks and for the Position Control for Banner Integration.
- PR09-10 Obj-4. Complete the installation and training of CurriUNET.
- PR09-10 Obj-5. Continue training for the ETUDES course management system and Turnitin.com.
- PR09-10 Obj-6. Support the increasing demand for a secure virtual library.
- PR09-10 Obj-7. Continue planning and implementation of smart classrooms.
- PR09-10 Obj-8. Continue with ongoing and systematic replacement of outdated hardware.
- PR09-10 Obj-9. Provide guidance to division chairs as to specificity and rationale for technology requests prior to the annual program review process.
- PR09-10 Obj-10. Develop plan to expand computer labs to meet student demands.
- PR09-10 Obj-11. Offer ongoing professional development specific to ETUDES training and to Banner applications training.
- PR09-10 Obj-12. Develop a plan to use technology to support the college’s “greening” efforts.

These objectives represent the immediate need during the academic year 2009-2010.

### **PR09-10 Obj-1: Complete campus-wide wireless network**

This Objective is essentially Objective 5E in the TMP 2006-2009, which belongs to Goal #5, “Implementing the campus technology modernization plan,” in the TMP 2006-2009.

The review in section 2 of this document indicates that this Objective has been completed. However, due to the limit of the COP fund which supported the Objective 5E, the south-east side of the campus is lacking adequate wireless

**Alignment with the 10-year Facility Master Plan:** N/A

**Evaluation:**

As distance education students are identified as one of the prime users of this equipment, the Distance Education Committee should lead the evaluation.

**PR09-10 Obj-2: Establish clear guidelines for recovery planning, redundancy, increased security, and maintenance of existing systems.**

This is a new objective (Objective 1H) that connects to Goal #1 in the TMP 2006-2009, "Providing the best possible computing environment and classroom technology solutions to all faculty members, staff, and students." This new objective needs to be carried forward in the TMP 2010-2013.

The college's email server experienced a virus attack in spring of 2009, and the campus email service was interrupted for four days. As this incident suggests, the college's security, backup, and recovery plans are currently not optimal.

Therefore, a written backup/recovery plan is needed to ensure that incidents like this never again interrupt the college's services. This plan should detail what method should be used to backup the college's data, when and how the backups would occur, and how and where to store the backup media. In addition, this plan should also include periodic testing of the plan to ensure that it is workable, that it contains an effective firewall system, and that it contains appropriate virus protection. Finally, the plan should contain alternative means of accessing email and other core online services should the campus's network go down in the future. An Uninterrupted Power Supply (UPS) should be used to help sustain the system during an unscheduled power outage.

**Alignment with the Educational Master Plan:**

PR09-10 Obj-1 is aligned with Technology Recommendation #1 in the EMP.

**Alignment with the Annual Budget and Fiscal Plan:**

Financial impact will be included in the plan.

**Alignment with the 10-year Facility Master Plan:** N/A

**Evaluation:**

This objective will be evaluated by the Technology Planning Committee.

***Alignment with the Educational Master Plan:***

PRO09-10 Obj-3 is aligned with Technology Recommendation #2 in the EMP.

***Alignment with the Annual Budget and Fiscal Plan:***

The annual license and maintenance fee of DegreeWorks is included in the Program Review of the IT Department and the Annual Budget and Fiscal plan.

***Alignment with the 10-year Facility Master Plan:*** N/A

***Evaluation:***

This objective will be evaluated by the Banner User Group.

**PR09-10 Obj-4: Complete the installation and training of CurricUNET**

This objective is reflected in Goal #1 and in Goal #4 of the TMP 2006-2009. More specifically, it represents a response to the realities of a growing community college and to the expectations expressed in accreditation responses. This objective also presents a challenge to technology planners who need to create plans that allow for responses to the



***Evaluation:***

This objective will be evaluated by the C&I Committee.

**PR09-10 Obj-5: Continue training for the ETUDES course management system and Turnitin.com.**

This objective is added as a new objective in Goal #4, “Ensuring comprehensive faculty and staff training” in TMP 2006-2000. It is continuous and on-going training, and it will be carried forward into the TMP 2010-2013.

The ETUDES course management system is the primary CMS used by IVC. It was initially used for online education, but more and more instructors are signing up to receive training and use for traditional classes—to create web-enhanced experiences for students. Through the ACCESO Project, IVC has trained faculty to use ETUDES. As the ACCESO grant nears its end, the college must ensure that ETUDES training and faculty support continues.

Additionally, ACCESO first purchased a site license for Turnitin.com, the online plagiarism tool, in 2005. Faculty and students from a variety of disciplines make use of this powerful and important service. Training for this software is sporadic, however. More training will enable more faculty members to use this service.

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student portal could serve in this capacity, but the portal needs to be designed and tested to allow access to the virtual library.

In addition, training students, faculty, and staff to use the virtual library's resources is an ongoing job that will be made more pronounced once the virtual library is more easily accessed. Coordination between IT and librarians is essential to ensure the most effective training.

***Alignment with the Educational Master Plan:***

PRO09-10 Obj-6 is aligned with Technology Recommendation #3 in the EMP.

***Alignment with the Annual Budget and Fiscal Plan:***

The cost of implementation will be included in the Program Review and the Annual Budget and Fiscal plan.

***Alignment with the 10-year Facility Master Plan:*** N/A

***Evaluation:***

This objective will be evaluated by the Learning Services Committee.

**PR09-10 Obj-7: Continue planning and implementation of smart classrooms.**

This objective is an extension of Objective 1B in TMP 2006-2009. Since the new Science Building was completed and placed into operation at the beginning of the 2010 Winter Intersession, a new standard has been set for the "smart classroom" at IVC.

Ideally, all classrooms should be identical insofar as they are equipped with technology resources and enhancements. This allows faculty to enter any classroom they might be assigned and lecture in their preferred style—using a standard set of technology tools. However, certain classrooms need more than a prescribed universal standard. They need more specific or discipline-specific technologies

As the old classrooms are renovated, the audio/visual equipment shall be brought up to the standards as reflected in the 2700 building.

***Evaluation:***

This objective will be evaluated by the Learning Services Committee and the Technology Planning Committee.

**PR09-10 Obj-8: Continue with ongoing and systematic replacement of outdated hardware.**

This objective is the same as Objective 1A, Action Item #4 and Action Item #5, in the TMP 2006-2009. As stated in the section 3 above, both action items are continuing and ongoing, and this effort will be carried forward to the TMP 2010-2013.

This objective is also connected to Objective 1D in TMP 2006-2009, in the sense that the equipment replacement plan should be expanded to cover classroom A/V equipment.

of how to use the new equipment (e.g., classroom A/V), as well as windows and MS Office applications, should also be taken into account so that users can effectively make use of the new equipment and

***Educational Master Plan:***

with Technology Recommendation #5 in the EMP.

***Annual Budget and Fiscal Plan:***

Content of the equipment replacement inventory list and the internal objective is closely tied to the annual budget and fiscal plan.

The Annual Budget and Fiscal Plan allows for the IT equipment needed funding, based on the equipment replacement inventory planning Committee each year for inclusion.

***5-year Facility Master Plan:*** N/A

Evaluated by the corresponding Divisions.

need for effective communication and direction for the planning, purchase, and implementation of this new technology for instruction.

In the past, division chairs completed the Instructional Technology section of the Program Review with little input from IT Department. While Instruction must lead the planning effort, IT nevertheless needs to provide support and advice regarding logistics and costs connected to technical improvements.

In particular, the IT Department should provide guidance on the following issues:

- Network needs such as wireless availability, security concerns, Internet speed, network



**PR09-10 Obj-12: Develop a plan to use technology to support the college's  
"greening" efforts**

This objective is again reflects the effort of technology planners to stay current and align the college with the vicissitudes of contemporary trends and demands. In Fall 2009, three

## **Conclusion**

Technology planners sat down to produce the most comprehensive and focused technology plan the college has yet seen, which resulted in the Technology Master Plan 2006-2009. Since this more recent technology planning process began in earnest, Imperial Valley College technology planners have analyzed the needs of the campus and have made a concerted effort to respond to those needs. Technology planners moved ahead of the majority of the IVC stakeholder groups, initially. Then, they redoubled their efforts and added more specific goals and objectives, reflecting the overall college effort to consolidate planning across campus. This initial three-year process was complemented by an updated effort, all reflected in Section IV of this mid-term document, "Going Forward."

Since this process began, the remainder of the college has also been intensely involved in developing an entirely new planning apparatus. Technology planners worked diligently to realign their original efforts (i.e., the TMP 2006-2009) with the new planning structures, and in this effort they have been successful.

This bridge report seeks to document those efforts while revealing that the planning process has become more unified and cohesive among all stakeholder groups at IVC. Already, the college is experiencing clear benefits from this cohesiveness; and, it is clear that the college will continue to benefit from this renewed planning process in the years to follow.