# Clovis Community College Center Technology Plan 2014-2017

## Introduction

The Clovis Community College Center (CCCC) strives to maintain a high level of commitment to provide the support of technology needs across instructional, administrative, and student services areas.

The purpose of this Technology Plan is to establish technology guidelines that will help direct the Clovis Community College Center as we prepare for the future. This plan contains visions and recommendations for technological enrichment within Clovis Community College Center that will occur over the next five years. We are in the midst of creating a new College, Clovis Community College, and how we plan the transition for technology is critical to the success of the new college.

This plan examines the current status of technology at the Clovis Community College Center, focusing on three major elements that are crucial for the success of any technology master plan: organization, processes, and technology. It contains administrative procedural recommendations that should be implemented and supported as the Center intends to continue to maintain the high standard of education it currently provides. It outlines budgeting requirements that facilitate advancement in technology, infrastructure and future staffing needs that require consideration to support the Center's growth in technology.

This plan was developed through the Distance Education/Technology Advisory Committee (DETAC). The DETAC is an advisory committee to the College Center Council at the Clovis Community College Center. The DETAC provides center-wide perspectives on completed technology goals, proposed changes to current technology goals and development of future technology goals. Each member of the Committee is responsible for informing and representing their respective campus constituency. The Committee meets once a month and forwards recommendations on technology plans, policies, actions and goals to the College Center Council and the Campus President of the Clovis Community College Center.

## Staff/Faculty responsible for the Technology Plan

| **Member** | Title |
| --- | --- |
| Gary Sakaguchi | Director of Technology |
| Bob Gafford | Computer Services - MCRT |
| Brent Nabors | I.S. Instructor – CCCC |
| Cynthia MacDonald | Librarian |
| Dr. Erica Johnson | Counselor |
| Erik Fritz | English Instructor – CCCC |
| Jason Gardner | Math Instructor – CCCC |
| Jon Renwick | Math Instructor – CCCC |
| Dr. Joseph Libby | History Instructor – CCCC |
| Kirtley King | Photography/Digital Arts Instructor – CCCC |
| Ryen Hirata | Counselor/Coordinator - DSPS |
| Ray Tjahjadi | I.S. Instructor – CCCC |
| Susan Hansen | Library Service Assistant – CCCC |
| Debra Ikeda | Campus President – Clovis Community College Center |
| Dr. Thomas Mester | Dean of Instruction |
| Kelly Fowler | Vice President – Student Services and Instruction |
| Julie Preston-Smith | Interim Dean of Students |

## Technology Mission and Vision

The mission of the Clovis Community College Center is to offer an accessible, student-centered educational environment which provides high quality, learning opportunities essential in meeting the challenges of a diverse, global community.

At the Clovis Community College Center we believe that people’s lives are enriched in an atmosphere of intellectual curiosity, personal integrity, and individual accomplishment. The ~~college~~ f center furnishes experiences designed to promote critical thinking, enhance cultural literacy, and foster an awareness of the interdependence of all persons and their environment.

## Technology Mission

The Clovis Community College Center mission is to provide and to support a reliable technological environment that meets the needs of students, faculty, classified staff and administration and promotes a student-centered learning environment.

### Technology Vision

Clovis Community College Center uses technology to support student learning, increase staff and faculty efficiency, and to facilitate access and communication between college constituents and the communities served. Standards and policies for the technology infrastructure and technology-based services ensure planning, sustainability, security, reliability, and compatibility to support all users with a primary focus on student learning.

## Technology Goals and Objectives

Technology in its various forms has become essential to the daily activities of the educational institution. Clovis Community College Center continues to excel in the development, use and application of technology in support of learning.

## Technology Plan Goals

The Technology Plan goals are integrated to the WI Strategic Plan (WI SP) and Educational Master Plan objectives. The technology plan provides an assessment of the past year’s technology goals, a status report of the current year’s technology goals and a road map for future technology implementations. These goals are supported with specific objectives and action plans to be achieved over the next five years. The action planning process is annual and defines projects that will be implemented. At the end of the year the action plans will be reviewed and updated with the next year’s action items*.* The five-year replacement plan is a major item in the annual action planning process. Replacing equipment on a regular cycle is crucial for the success of providing access to technology and supporting effective learning and efficient work environments.

## Strategic Plan - Goal 13 - Technology

Implement the Technology Plan including evaluation of technical support, equipment replacement, and training; Blackboard utilization; online student support services; and communications among the centers and colleges.

### Technology Goals:

1. Implement equipment replacement plan for CCCC as budget allows
   1. Objective: Prioritize technology needs for upcoming budget cycle
   2. Objective: Identify sources of funding
2. Increase level of independent trouble-shooting by end users
   1. Objective: Increase Blackboard technology training
   2. Objective: Increase classroom technology training
   3. Objective: Increase Webadvisor submission of grades by faculty
3. Increase the efficiency of tech support
   1. Objective: Increase the number of online help tickets submitted
4. Increase professional development opportunities
   1. Provide at least four opportunities for staff to improve technical skills
   2. Objective: Provide CCCConfer and @One training for posting on Blackboard
   3. Objective: Provide training on website, budget development, Datatel and the use of the student information system

## Current Status of Technology

### Staff

The Clovis Community College Center Computer Services Department is under the direction of the Director of Technology for Reedley College and the Clovis Community College Center. The Director reports to the Clovis Community College Center campus president. The Clovis Community College Center has one Micro-Computer Resource Technician and three permanent part-time Computer Lab instructional technicians.

Staffing is a concern that has been identified in both the computer services program review and the accreditation faculty/staff survey. The necessity for more technical support has been identified to handle the increased support and training needs as the Clovis Community College Center grows in size.

### Facilities

The Clovis Community College Center has approximately 544 computers available to students, staff and faculty. There are 10 student computer labs with approximately 336 (245 desktop, 91 laptops) computers for student use. Open computer labs Clovis Community College Center have 103 computers available for use throughout the week. The other 5 labs support programs, including Business, Math, English, Art, Manufacturing, Financial Aid and IT. The software available in the labs is standard Microsoft Office 2013 along with specialized programs to support specific disciplines. Regular classrooms are technology enabled with a computer, projector, sound and vcr’s permanently installed. The staff and fulltime faculty have either a laptop or computer assigned for their use with access to multiple printers and other resources. VDI (virtual desktop infrastructure) has been implemented in two of the instructional computer labs. VDI allows faster deployment of changes at a greatly reduce TCO (total cost of ownership)

The core networking and server farm at the Clovis Community College Center are housed in the MDF (main distribution facility). Each building/floor has an IDF (intermediate distribution facility) that connects the building network equipment to the core via a fiber optic cabling. Copper Ethernet cabling support the link from the network switches in the IDF to the desktop. The server farm is composed of Dell equipment and it supports all the file, print and software applications for both instructional and administrative uses.

The Clovis Community College Center have three classrooms that are equipped with video conferencing equipment. The classrooms support distance learning classes, where the instructor is at one site teaching students at remote locations. There are also four conference rooms equipped with video conferencing equipment this allows staff/faculty to meet without having to drive to other facilities

## Instructional Use of Technology

Students encounter and utilize technology continually, from their initial contact with the college, in classrooms and labs, all which helps support their success. Additional student support is provided using Internet-based services. These include enrollment and registration applications and routing, transcript requests, and password resets for WebAdvisor.

Faculty have access to the Blackboard course management system. Course sections and students are loaded into the system at the beginning of the semester. Each faculty member decides whether to use the application with textbook created modules or personally-created content. Students can access the system from home and from numerous locations on campus, including the open computer lab which provide approximately 90 computers with other available in Student Services and the Student Center. Students also use PCs for on-line test-taking and research for their courses. Within Blackboard students are able to use plagiarism-checking programs

All classrooms are “smart classrooms” utilizing a networked computer with a digital projector, presenter, and sound system. Technically based courses such as Digital Media, Computer Aided Design and Drafting (CADD) and Landscape Design use personal computers extensively to simulate there work environments. Hardware and software used in these courses are periodically assessed and upgraded to meet current industry standards as expected by the faculty and students in these courses.

The Clovis Community College Center provides full-time faculty members with an office computer and the Microsoft Office suite and other software as needed. Part-time faculty have access to similar equipment in the Instructor Resource Center. Faculty use the Datatel/WebAdvisor system for student and scheduling information, class rosters, and for final grade entry.

Computer Services staff currently provide instructor technical support. Many tutorials are on-line, and the Computer Services staff is available for personal instruction and has provided training sessions.

## Instructional Services - Technology Assessment Summary

Many existing labs acquired computers and other technical equipment by way of individual grants pursued by concerned and involved faculty. This may present challenges in keeping these systems updated on a regular upgrade cycle.

Expansion of Distance Education courses will need to be coordinated across the district. The courses can provide an increase of FTES to areas presently experiencing a decline in enrollment figures, an issue which carries funding ramifications.

Detailed tactics will be created and proposed by departments, divisions and work units during the Program Review process. After review and prioritization the most beneficial projects will be matched to funding sources via the Resource Action Planning process.

## Student Services and Administrative Use of Technology

Technology is used extensively by administrative and student services departments to meet the needs of students. Accesses to services have been made available on the Clovis Community College Center website and by Internet-based application providers, and students are directed to use WebAdvisor for enrollment and various status checks. Other state and nation-wide Web based services provide student eligibility status tracking, loan and grant application and processing, and transcript requests. Utilization of these services continues to expand.

Datatel Colleague is an integrated database used for all of the major district functions, such as Human Resources, Financials, Student Records and Curriculum Management.  This database feeds information to all other systems, such as Blackboard, Scheduling and Reporting System (SARS) and is the source of state and federal report content and Institutional Research data.  Staff, counseling faculty and administrators use Colleague extensively throughout each workday and a substantial amount of the district’s technology staffing is required to maintain this software.

Datatel Colleague is used extensively for district information and processes. Students interact with the system using WebAdvisor, and can update email and residence address information. Students also use WebAdvisor to register for classes. Students may also call a central help desk for assistance with WebAdvisor. Colleague records are updated with student contact information, and summary information is transferred for State MIS reporting and internal Institutional Research.

The Clovis Community College Center website ([www.willowinternational.com](http://www.willowinternational.com)) is used in many ways. It provides resources and information for prospective, new, and continuing students, including registration, enrollment services, program offerings, articulation and transfer/career resources. The site is used to communicate district news and event with students and the community. The site also serves staff and faculty with links to departments and committees for reporting and communication.

College committees and groups extensively use Blackboard organizations as a tool for discussion, agendas, and collaborative work.

New student applications are collected by CCC Apply, an Internet service partially funded by the Chancellors Office, and provided by XAP Company. This service is used by most California Community Colleges. Information is supplied by applicants at the Web site then downloaded daily by the schools to which the individual has applied. The information is moved into Colleague automatically then verified by staff. Any individual exceptions are manually resolved before processing proceeds.

The counseling department utilizes online resources to provide a variety of student services for students and faculty. Many components of the matriculation process and retention efforts are available online. The Counseling Department has implemented an online academic counseling program; both a Frequently Asked Question Database (FAQ) and a Live Help Online Academic Counseling program. Additionally, students can complete a college orientation online, take a math and English placement test via Accuplacer (on campus or remotely), complete an online admission application (CCC Apply), and access Transfer and Career Counseling forms are available to counselors through a Blackboard Organization. We are in the process of reviewing and implanting the E-Advising program which will allow students and counselors to complete and revise student educational plans online. Counselors have also implemented two online resources to assist in student retention; SARS Alert and an online probation workshop. SARS Alert provides an online resource for faculty to identify students early in the semester and provide them with appropriate resources and services. The online probation workshop provides students on a Level one probation with a four step online process that provides information on probation, steps to succeed and ultimately clearance for registration.

The counseling department also relies on online resources to assist students; including [www.assist.org](http://www.assist.org) (articulation agreements), [www.csumentor.edu](http://www.csumentor.edu) (CSU Admissions Application), Transfer Counselor Website, Blackboard organizations and transfer college websites.

The SARS (Student Appointment and Recording System) Grid applications are also used by student services departments to schedule student appointments, track walk ins, schedule meetings, implement SARS Calls and E-mails and generate reports on services provided. Also, an electronic document imaging is being implemented to increase efficiency and responsiveness of Student Services, Financial Aid and Admissions & Records.

The library at CCCC uses the Millennium system to track all books and materials throughout the district. The collection can be queried using several dedicated PCs which provide catalog functionality. Numerous links provide connections to on-line research databases to which the school has license, and these may be queried by currently-enrolled students with library accounts. The library use the iMedia print card system to convert dollars into printing credits for use within the Open Lab.

All Tutoring Center hours are recorded using TutorTrac, and final contact hours summarized for State MIS reporting. Business Office uses Datatel for all district purchasing and accounts receivable. The cashiers are able to accept credit and debit cards from students, and secure transactions can be made through the Web site.

The district video conferencing system is used by committees and cross functional groups to include staff located on branch campuses in meetings. The system also has the ability for linking into the CENIC video conferencing system for statewide conferences, seminars and other meetings. The system allows for several simultaneous conferences to be connected at once.

## Student Services - Technology Assessment Summary

Student Services relies on technology for data exchange and to provide many services. Web-based systems are used for enrollment, registration, and data exchange. The computers used by staff and students need to be kept up to date and secure. The work tasks would benefit from additional automation, for data exchanges and for document handling.

Detailed tactics will be created and proposed by departments, divisions and work units during the Program Review process. After review and prioritization the most beneficial projects will be matched to funding sources via the Resource Action Planning process.

## Identify and Assess Emerging Technology Needs

As technology continues to develop, improve, and diversify in its use application, The Clovis Community College Center will need to identify and access emerging technological needs across the campus to maintain its excellence as an institution of higher learning.

Distance education has changed from simple concept of video conferencing to multiple locations, allowing improved access to classes by students. Online classes are now the major focus of distance education. We have implemented Blackboard, WebAdvisor and other online components which help in achieving similar success for online and traditional face to face classes. How we incorporate new technologies such as iPad’s, iPods, smartphones and Kindles, will be the challenge in improving the success of online instruction. Support from the Distance Education committee will be crucial in identifying and implementing new technology.

Eliminating barriers for students with physical, financial or access issues are always a challenge when introducing technology. Live captioning for online classes are being investigated to assist students with sight challenges. Technology plays such an important role in student learning, how can we make it available to low-income students is another opportunity. VDI, virtual desktop infrastructure is a new technology that could increase efficiencies and decrease our costs for deploying pc’s resulting in better access for our students.

With the budget challenges that are facing the centers, what technology can be implemented to make us more efficient is another important opportunity. Success in this opportunity will allow the continued implementation of the five year replacement plan.

## Summary

Today’s technology plays an increasingly important role in the future direction of education, but unless it is designed into a curriculum and chosen to support educational models intended to ensure the maximum learning opportunities for all students, the implementation of computers, instructional video, and telecommunication links will be meaningless. When technology is purchased to meet specific educational goals, it will continue to meet these objectives when newer technology comes out.

To ensure that technology is effectively integrated into the curriculum, the staff and faculty must collaborate to create a formal technology plan. Developing a plan technology plan means more than providing for the acquisition of computers and software. To be successful, a technology plan must also include professional development and support, and be flexible to change.

Acquiring technology is not a matter of plugging in a computer.The addition of new technology affects all aspects of the school culture, from architecture to interpersonal relations. The Clovis Community College Center Technology Plan can only be implemented if we are willing and able to develop classroom plans or projects that directly support the objectives of the school and district technology plans.

Many of the changes in technology require sizeable capital investment to keep current.

Some disruption always occurs as older buildings, classrooms, software and equipment are upgraded. Therefore, the Clovis Community College Center has adopted a basic five-year replacement cycle for computers, in order to match capital funding requirements that can be supported by the institution’s budget and to minimize disruption in services to staff and students. Developing replacement plans for our other equipment is a goal of the technology plan. It is important that the plan is comprehensive and addresses all the technology needs of the institution.

The budget should allow enough funding for staff development and training. Training faculty and staff is critical and ongoing. Part of the budget allocated for new equipment should set aside time and money for formal training classes as well as opportunities for faculty to discuss discoveries or problems with their colleagues. In addition to training, funding must include maintenance, trouble-shooting and network management.

Technology planning is never-ending. As each project is implemented, as the technology changes, as the centers grow, the technology plan must change. Evaluation provides the necessary information to continue to fine-tune and correct the projects. The evaluation and assessment information should be used for making mid-course corrections and to report progress to the College Center Council.

## Conclusion

The California state educational budget challenges the plan to be flexible in achieving its goals. The plan targets educational goals and objectives instead of specific technologies. This allows us to stay focused that the purpose of technology is to support the instructional mission of the college.

The funding for the construction of the new Clovis Community College Center allowed the campus to be outfitted with the latest and greatest equipment. This has greatly enhanced the leaning opportunities for the students. The challenge will be maintaining the technology with the budget challenges.

The Clovis Community College Center must stay committed to supporting technology by providing a solid funding model, continued commitment to providing adequate staff to support and training our students, faculty and staff is equally important.

The Technology Plan was developed using the both the Educational Master Plan and the Strategic Plan. There is a linkage from the Educational Master plan through the Strategic Plan down to the Technology Plan. It defines the overall strategy with the action plans defining the actual projects that we are going to initiate. Projects defined in the Action Plans will be updated on an annual basis.