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Taft College Technology Master Plan 2012-2017 – 2015 Update

A FIVE-YEAR MASTER PLAN FOR TECHNOLOGY

Introduction

The West Kern Community College District Technology Master Plan was developed through a collaborative process involving the District’s Information Technology Committee, the Facilities Committee, and various campus departments including:

Information Technology Services
Financial Aid
Counseling Services
Distance Learning
Student Services
Maintenance and Operations
Instructional Services
Library

The Plan is designed to provide background, current status, and recommended actions regarding the use of all types of technology on the campus. It is a framework for decision making regarding how to best design, implement, enhance and maintain the District’s technology infrastructure over the next five years. This plan will be a living document, reviewed regularly and updated every three years, with a comprehensive review every five years. The updated portions are labeled Update: 2015 representing the year of the update with new information.

Technology is used in every imaginable way across the West Kern Community College District. From the design and delivery of instructional programs and educational content, to the delivery of services to students, faculty and staff, to the effective administration of campus operations, to communications with potential students, the community and other educational partners, technology provides a critical framework for the effective and efficient functioning of the District. As we envision new programs and services to meet the increasingly diverse needs of our students and our community, technology must be a critical aspect of our analysis. This plan represents a continuation of the District’s commitment to invest in technology wisely, to manage technology effectively, and to incorporate input across the District as we seek new technology solutions to the education and business needs of the College.
The college’s mission, vision, and values are the starting point for integrated planning at Taft College. These statements provide the philosophic underpinning for all planning at the college. The Educational Master Plan reflects the data within its internal and external environmental scans and follows the Western Association of Schools and Colleges Commission’s standards. The plan identifies the needs of the college and the students and community it serves and then provides broad recommendations for the college for the next ten years. The Educational Master Plan, whose ultimate purpose is to improve student learning and success, is also the foundation for other long-range master plans, including the college’s Facility Master Plan and Technology Master Plan, and is the central reference point for program plans and reviews, student learning outcomes, and resource allocation. All College planning efforts are informed by, and link back to, the College Educational Master Plan. (See Planning Diagram 1: Taft College Planning Linkages.)
The college’s current Strategic Plan identifies goals for the college through 2016 and objectives to reach those goals. The Strategic Plan creates the context for individual program (and department) goals and plans. Each program bases its curriculum and plans on its student learning outcomes and reviews its progress toward its goals and outcomes annually. The program plans also ties their goals to specific goals identified in the Strategic Plan.

Each program bases its requests for staffing and budgetary resources on its plans and student learning outcomes, developed within the context of the college’s Educational Master Plan and Strategic Plan. In turn the individual programs provide ideas and suggestions for the larger college plans in an ongoing cycle. All annual program plans, which are compiled in one document, are reviewed and updated each academic year. The integrated planning process is interactive, from the College as a whole to specific programs back to the College as a whole. (See Planning Diagram 2: Taft College Integrated Planning Flow.)
Once resources are allocated, the college ensures that the overarching college plans and individual program plans are implemented. Plans and outcomes are regularly reviewed and evaluated for their ability to achieve outcomes, goals, objectives, and recommendations. These evaluations lead to revisions designed to strengthen planning at all levels, with the common goal of all planning to improve student learning and success within an effective institution. All planning is done in a cycle of Evaluate → Plan → Implement. (See Planning Diagram 3: Taft College Integrated Planning Cycle.)
The College apprises all members of the college community of specifics of the planning process annually, so that each year it’s clear what needs to be done in the planning cycle. (See Planning Diagram 4: Taft College Year-by-Year Integrated Planning Timeline.) During the 2013-2014 academic years the College updated its Educational Master Plan, extending to 2024. During the 2014-2015 academic year, the college plans to review its mission, vision and values and to revise its Strategic Plan. The Technology Master Plan was developed in 2012 and with annual reviews and a comprehensive update every 5 years.
Technology Master Planning Participants:

The Information Technology Committee, made up of a cross section of faculty and staff, meets regularly to discuss and evaluate all forms of technology on campus. The Committee brings forward technology needs and ideas from across the campus, and relays information to staff and faculty of changes taking place on campus. As the West Kern Community College District has evolved, the Information Technology Committee has provided a wide spectrum of suggestions ranging from the use of technology in the classroom, to the email system currently used by Taft College.

Recommendations from the Information Technology Committee are presented to the Superintendent/President who in turn works with the Governance Council to incorporate technology initiatives in the District’s planning processes and planning documents.

This Technology Master Plan spans a five year period from 2012 to 2017 and is organized to provide background, current environment and recommendations originating from different members of the campus community. Working with the Governance Council, the Strategic Planning Committee and the Budget Committee, opportunities to introduce and enhance technology in the District will be developed, as the campus grows and moves forward.

Background of Technology within the District

Instructional technology covers systems and services that support teaching, learning, and scholarly research. Students utilize technology to apply to the College, register for classes, pay their student fees, purchase textbooks, and complete their coursework. Technology enables students to communicate with their instructors, access educational content via Distance Education, and check on the status of their grades and coursework.

Administrative systems include applications that support core business services and operations of the College such as student registration, financial aid, payroll, budgeting, and accounting. Taft College uses the power of electronic mail systems to deliver information to its faculty, staff and students.

Interactive communications such as threaded discussions are often used for specific conversations for the TC News segment or Facility News, allowing the employee to capture the entire conversation. All staff members use the email system and web site to disseminate and retrieve information. A wide range of information is created, accessed and retrieved using technology.

Common types of electronic communication on the Taft College campus includes Email, Web Based Submission Forms, Instant Messengers systems, Video Streaming Media, Voice over Internet protocol, Web Pages, and Voice mail.

To better integrate technology across the District, West Kern Community College District has chosen to focus its technology resources on the implementation of commercially available technology applications. This change to a technology "implementation" environment is a major departure from an earlier technology strategy of developing and supporting institutionally created applications such as "Campus America POISE".
The most visible departure from the earlier approach was the implementation of SunGard's Banner Enterprise Resource Planning (ERP) system. The Banner System, known at West Kern Community College District as “Cougar Tracks”, is an essential component of the college's administrative management information system.

The change in technology strategy was accompanied by a change in technology decision-making. Functional area managers and staff from student, instruction and administrative services now partner with the ITS Department to plan and implement technology projects. Unit managers and staff from across the District are now the “end users” who help define, implement and manage technology to better manage information and support administrative functions.

The Information Technology Committee (ITC) was created to develop procedures and support technology planning for the District. In addition to the ITC, the ITS Department has representation on many governance committees. The Chief Information Services Officer (CISO) attends the Board of Trustee meetings, visits peer colleges, and is a member of several different Community Colleges Technology groups throughout the State.

**Technology-Related Committees**

**Information Technology Committee**

The Information Technology Committee, originally called “The Technology Committee”, was formed in the 1990’s to support classroom audio-visual equipment needed for presentations. The committee provided input to the Planning Committee and the Superintendent-President to support the funding of technology in classrooms. It became the “Information Technology Committee” in 2003 and began evaluating email, dorm internet access, computer systems and instructional needs. It is comprised of various members of the college community. The Information Technology Committee’s charter is to investigate, discuss, and make recommendations to the Superintendent / President on technology solutions to support student success and college operations.

*Information Technology Committee’s Desired Outcome:*

Development of goals and recommendations to improve the use, deployment and support of technology for instructional programs and business operations at the college.

*Information Technology Committee’s Areas of Focus:*

- Instructional Technology
- Instructional technology includes systems and services that support teaching, learning, and scholarly research.
- Administrative Information Systems
• Administrative systems include applications that support core business services and operations of the College such as student registration, financial aid, payroll, budgeting, and accounting.

**Information Technology Committee Membership:**

**Update 2015:**

The Information Technology Committee created and presented to the Governance Council, a charter for the committee. A copy of the charter is attached in the appendix for your review. The charter provides the committee with structure and guidance in the review of the college’s technology needs. The ITC meets on the third Friday of the month to discuss technology items, classroom concerns and to review new forms of technology that may have a positive impact to the college. In the spring semester, the committee will hear of proposals for system upgrades to be accomplished during the summer. They will also be hearing of funding requests from the IT group for Instructional classroom equipment that meet their end-of-life span and are due to be replaced. IT, using the asset portion of the work order system, will disclose the classrooms with the oldest equipment and look for input from the committee regarding what types of technology would be most beneficial in our classrooms if funding becomes available.

Funding for classroom replacement equipment became available in 2014. Tech Arts 14 and 15 were upgraded, as well as the data projectors in the G building. In the summer of 2014 funding was provided for T10, T5 and all of Science building classrooms to have new data projectors installed. Presented to ITC was a plan to move typical classroom computer replacement for individual machines to Thin Client technology. CIL 723 became the first classroom on campus to have 32 Thin Client computers installed. These units connect to a central server that manages all units and becomes a single source for software upgrades and patches. The system came with a redundant server in case of failure of the first server all Thin Clients can be moved to the second server.
within an hour and the classroom can go back into operation.

<table>
<thead>
<tr>
<th></th>
<th>13/14</th>
<th>14/15</th>
<th>15/16</th>
<th>16/17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Estimated cost for classroom equipment: Laptops, Desktops, Printers, Data Projectors.</td>
<td>$109,070</td>
<td>$109,000</td>
<td>$117,000</td>
<td>$117,750</td>
</tr>
<tr>
<td>Classrooms T14, T15, G Area Buildings Data Projectors</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Classrooms T10, T5, T12, T13 and Science Building Data Projectors</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Classrooms G3, G4, G9, G10, Library Labs, Science Carts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Classroom CIL 723, 730, Gym, Stem Cart</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$452,820 Total cost for basic classroom equipment over 4 years.</td>
<td></td>
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</table>

The Information Technology Committee is reviewing an administrative procedure, AP 3720, which follows the board policy 3720 on computer and network use. During the creation of the Technology Master Plan a Computer and Network Use policy was added to strengthen the campus concern on security for data and network quality. The policy as written was a standard for the daily operational procedures used by the IT department in the management and care of the college computers and network. After reviewing this information, a formal version was created and shared with many groups on campus. AP 3720 had both an employee and student version created and was reviewed by the college Superintendent/President for accuracy. Both AP 3720 versions are
A copy of AP3720 has been added to the appendix for your review.

### 2015 ITC Members

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adrian Agundez</td>
<td>co chair, Director of Information Services</td>
<td>Information Technology Services</td>
</tr>
<tr>
<td>Dr. Dan Hall</td>
<td>co chair, Distance Learning Coordinator</td>
<td>Office of Instruction</td>
</tr>
<tr>
<td>Ruby Payne</td>
<td>Professor of Mathematics</td>
<td>Faculty Member</td>
</tr>
<tr>
<td>Shelley Getty</td>
<td>Professor of Mathematics</td>
<td>Faculty Member</td>
</tr>
<tr>
<td>Dr. John Eigenauer</td>
<td>Professor of Social Science</td>
<td>Faculty Member</td>
</tr>
<tr>
<td>Terri Smith</td>
<td>Librarian</td>
<td>Faculty Member</td>
</tr>
<tr>
<td>Steve Lytle</td>
<td>Professor of Science</td>
<td>Faculty Member</td>
</tr>
<tr>
<td>John Dodson</td>
<td>TIL Coordinator</td>
<td>Transition in Living</td>
</tr>
<tr>
<td>Tony Thompson</td>
<td>Professor of Social Science</td>
<td>Faculty Member</td>
</tr>
<tr>
<td>Gustavo Gonzalez</td>
<td>Computer Support Technician</td>
<td>Information Technology Services</td>
</tr>
<tr>
<td>Richard Hudson</td>
<td>Computer Support Technician</td>
<td>Information Technology Services</td>
</tr>
<tr>
<td>Tiffany Rowden</td>
<td>Human Resources Generalist</td>
<td>Human Resources</td>
</tr>
<tr>
<td>Aldrin Luben</td>
<td>CTE Technician</td>
<td>Office of Instruction</td>
</tr>
<tr>
<td>Mark Gibson</td>
<td>Multimedia Network Administrator</td>
<td>Information Technology Services</td>
</tr>
<tr>
<td>Nicole Avina</td>
<td>Integrated Support Technician</td>
<td>Office of Instruction</td>
</tr>
<tr>
<td>Jana Peters</td>
<td>Director of Human Resources</td>
<td>HR Department</td>
</tr>
<tr>
<td>Mark Williams</td>
<td>VP of Instruction</td>
<td>Office of Instruction</td>
</tr>
<tr>
<td>Brock McMurray</td>
<td>VP of Administrative Services</td>
<td>Administrative Services</td>
</tr>
</tbody>
</table>

**District ERP Server Upgrade:**

During the summer of 2013, funding for the ERP refresh became available and the IT group researched and designed a replacement server system. With board approval and use of state contracting, Abtech Technologies Inc. was hired to deliver and install a series of servers to replace the original IBM blade center. The performance improvement was greatly appreciated, as the Office of Admissions could previously only process new student batches early in the morning or late in the evening. The older server resources would peak at 90% of resources when running daily processes. With the new system doing the same processing, it only recorded 7% of resources with no noticeable slow-downs even at registration time. The new design provided the production servers to be independent of each other and the test environment and 40 other servers to be combined in a Virtual server environment. The VM concept provides a quick cloning of a system and expandability for new projects. The upgrade also included 40 terabytes of storage and a newer tape backup system.
At the end of the 2014 with no new purchases to implement on the district ERP system, IT recommended that the IOC committee be converted to CTO (Cougar Tracks Operation). CTO is made up of the functional leaders from the original IOC and from members of the IT group who support all of the ERP products. This group is focused on keeping the ERP system on a progressive track for updates and adjustments needed to keep the Banner system ready for faculty, staff and students at peak times. The committee meets on the first Thursday of the month to review changes and updates and create a plan for maintenance work to be done with the least impact to users.

<table>
<thead>
<tr>
<th>CTO Members</th>
<th>Area</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adrian Agundez</td>
<td>IT</td>
<td>Director of Information Services</td>
</tr>
<tr>
<td>Barbara Amerio</td>
<td>Financial Aid</td>
<td>Director Financial Aid</td>
</tr>
<tr>
<td>Amber Anderson</td>
<td>Admissions and Records</td>
<td>Director of Admissions</td>
</tr>
<tr>
<td>Fernando Lara</td>
<td>Academic Records</td>
<td>Assistant Dir. Academic Records</td>
</tr>
</tbody>
</table>
Facility Committee

Background:

With funding from the Measure A bond, several committees were created to oversee the expenditures and the design of construction. The Taft College Facility Committee was established to provide direction on the use of the college facility. AP architect’s introduction to new security techniques were established, including specialty locks, keys created by M&O, Code Blue, electronic badges and surveillance cameras.
**Update 2015:**

The Facility Committee has been very effective and has created a new Facility Master Plan for the campus. The Facility Committee has been informing the college of new construction and additions to beautify the campus. The installation of the electronic doors, surveillance cameras and the code blue systems on campus provide the safety measures implemented. The recommendation from this plan has provided the college an opportunity to form a Security Committee that has a charter and meets on a regular basis to plan for emergencies. The Security Committee is made up of campus members and provides support and recommendations on when to document, inform and test emergency procedures with the on-campus police officer. In the spring of 2015, the Security department was created and placed in a central location on campus. Previously, the security personnel worked from several offices in various locations throughout campus. The central location now provides a location for students to retrieve lost and found items and allows security members to be located in the center of the campus. The Security Committee oversees the use of the campus Blackboard Connect. This is a subscription which allows IT to provide staff and student information for emergency contact via text messaging, email and phone call. The IT department provided the security group a custom made emergency message that can be broadcasted by the campus phone system and can be initiated by any administrator.

**Members of 2015 Facility Committee**

<table>
<thead>
<tr>
<th>Members</th>
<th>Position</th>
</tr>
</thead>
<tbody>
<tr>
<td>Brock McMurray</td>
<td>VP of Administration Chair</td>
</tr>
<tr>
<td>Adrian Agundez</td>
<td>Director of Information Services</td>
</tr>
<tr>
<td>Mike Capela</td>
<td>Director of Maintenance &amp;Operations</td>
</tr>
<tr>
<td>Craig Johnson</td>
<td>Professor of Science</td>
</tr>
<tr>
<td>Sonja Swenson</td>
<td>Professor of Arts</td>
</tr>
<tr>
<td>Stacie Rancano</td>
<td>Counselor</td>
</tr>
<tr>
<td>Claudia Casagrande</td>
<td>Advisor</td>
</tr>
<tr>
<td>Carla Sandoval</td>
<td>Financial Aid Technician</td>
</tr>
<tr>
<td>Kent Miller</td>
<td>Supplemental Instructional Aide</td>
</tr>
</tbody>
</table>

**Information Technology Services Department**

*Background:*

The Information Technology Services (ITS) department was formed in 2001 by the joining of the office of Multimedia Network Services and the office of Computer Services. These departments were created in the early nineties and provided a combined level of support to staff and faculty.
At that time, the Internet was still very new to this community. Each department provided information and support for either software or hardware. The Computer Services department provided MIS, Student Registration and Financial data while the Multimedia Network Services department provided computer, network and district server support. As some classrooms were converted into computer labs, the Multimedia Network Services department installed and configured the college cabling, switches and fiber segments. Eventually, it became clear that merging these two departments would result in a higher level of service, reduce duplication of effort, and be a more efficient means of delivering technology services to the campus.

ITS Mission Statement:

The mission of the Information Technology Services Department is to recommend, coordinate and guide technology that supports and enhances student success and student learning outcomes by working with faculty, staff and students. The Information Technology Services Department is involved in every aspect of the teaching, learning and operational functions of the district.

To meet our mission we will:

- Have a strong commitment to support and promote the productive use of technology
- Deliver technology solutions that will be secure, reliable and meet the college’s needs
- Provide information and technology that meet integrity, quality and economic standards
- Develop positive relationships and service with all members of the college community
- Promote policies and standards that protect the district

Update 2015:

The Information Technology Services department has adjusted its hours of operation to be able to respond to requests for assistance or ordering of supplies. During the evening hours, the office which normally closed at 5 pm daily, now stays open Monday through Thursday until 7:30 pm in support of night classes and off hour equipment repair. Many of the college classrooms are in operation from 8 am to 5:30 pm with back to back classes. The department consists of ten members and the director.
From the recommendations list of this Tech Master Plan, a plan was created to replace classroom computers and classroom audio visual needs. As Taft College has been expanding, the need to develop a new plan for infrastructure has become apparent. The College infrastructure has been upgraded by the use of the Measure A bond as new construction was taking place, new fiber and copper was being added to the facility.
# West Kern Community College District Hardware Inventory

<table>
<thead>
<tr>
<th></th>
<th>2012</th>
<th>2015</th>
<th>2012</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>238 VOIP Phones</strong></td>
<td>53 IP Cameras</td>
<td>288 VOIP Phones</td>
<td>93 IP Cameras</td>
<td>72 Wireless Access Points</td>
</tr>
<tr>
<td><strong>1528 Data Ports</strong></td>
<td></td>
<td>1800 Data Ports</td>
<td></td>
<td>43 Network Switches</td>
</tr>
<tr>
<td><strong>56 Analog Devices</strong></td>
<td>(Faxes, Code Blue, Fire Alarms, Doors.)</td>
<td>62 Analog Devices (Faxes, Code Blue, Fire Alarms, Doors.)</td>
<td>205 IP’s on the Staff Wireless (IPhones : iPads : Laptops)</td>
<td>580 IP’s on the Staff Wireless (IPhones : iPads : Laptops)</td>
</tr>
<tr>
<td><strong>688 Computers</strong></td>
<td>(Classroom, Staff, Faculty, Desktops and Laptops)</td>
<td>988 Computers (Classroom, Staff, Faculty, Desktops and Laptops)</td>
<td>325 IP’s on the Student Wireless (IPhones : iPads : Laptops)</td>
<td>900 IP’s on the Student Wireless (IPhones : iPads : Laptops)</td>
</tr>
</tbody>
</table>
Network

A telecommunication infrastructure is a combination of physical connections, hardware, and software that provide for the transmission and reception of voice, data, and video information and services. Planning for expansion of the telecommunication network is critical if the District continues to grow in both technology and facilities. A strong telecommunications infrastructure is essential to ensure that students, staff, and faculty have access to the best technology available for teaching, learning, and overall productivity.

Current Environment:

Network

In 2006, using Measure A funds, Taft College submitted a Request for Proposal (RFP) for a Cisco Gigabyte Core and Voice over Internet Protocol (VOIP) system. The college went from 20 direct dial phone numbers to 300 DID numbers. Over several years, after reconstruction of existing buildings and installation of new buildings, the college network backbone was upgraded from copper-based Cat.5 to newer Fiber Optic systems and Cat.6 standards. The college has benefitted from the expansion from 100 MB to a ten times faster 1 Gigabyte system. WKCCD now utilizes a CISCO network with wireless access points connecting to the network backbone.

Update 2015:

Taft College has been expanding both the Internet access in the classroom as well as the wireless environments on campus. The previous 45 MB CENIC Internet connection was being overwhelmed on a daily basis which caused faculty and students to complain about slow file downloads and choppy video downloads. The IT department, working along with CENIC and the community college Chancellor’s office, was able to develop a strategy to improve Internet access across the campus. By June of 2015 the primary 1 GB circuit will be operational and by November of 2015 the secondary 1 GB circuit will be installed to provide TC a redundant circuit in case of failure. These Internet access circuits will be monitored so if one fails that other will become active and carry the college traffic thus restoring service. Each Internet data circuit have two distinct origination points one on the West side of LA and the other on the East side.
The college has moved from a small email system known as First Class to Microsoft Office 365. The new system is being used for all faculty, staff and students. The system for faculty and staff was recently upgraded to an Online Archive model where email is retained for 5 years after the go live date.

During an ITC meeting, it was suggested that IT create a five year network refresh plan, much like the instructional computer replacement plan. With much of the network equipment purchased with Measure A funds as the college buildings were being built, the IT department has not had to replace complete systems. The network refresh will plan for replacement of the college network switches, wireless access points, analog gateways, call manager, firewall, E911 and Informacast systems. It is important to plan for updates in this style of equipment to make sure all systems remain compatible.
Admissions & Records has continued to expand its automated offerings to assist students in completing their varied transactions online. New for the summer of 2015 is the application for school system called Open CCC Apply. This is a state sponsored system for all California students to apply to California community colleges and is managed by the California Community College Chancellor’s office. All students apply for admission online using the CCCApply application with the exception of students who are under the age of 18 or who are still enrolled in high school. These students must apply using a waiver from their local high school.

Students will also have the ability to request enrollment verifications, official transcripts and electronic transcripts, and degree verifications as the Office of Admissions has added National Student Clearing House services. Students can make requests 24 hours a day, 7 days a week to verify enrollment or degree status requested by 3rd party entities such as insurance companies or employers. This service will decrease the amount of time it takes for researching and distribution of this type of information by the Records staff as well as decrease the amount of money spent on postage, envelopes and transcript paper.

The degree audit system Degree Works, is being upgraded during the summer of 2015 with training for student services staff. Student coursework is integrated into Degree Works from Banner to issue an audit report of a student’s progress towards degree completion. The degree audit report provides students with information that indicates classes they have completed at TC towards their chosen academic program. Degree Works provides the student course information and their progress here at Taft College, and transfer course work taken at other colleges that apply to their educational goal.

The report also shows students what courses they still need to complete in order to obtain their Associate degree or certificate. The system also has the ability for a student to check other degree or certificate programs they are interested in and view what courses are still needed towards that academic option.

Counselors create an educational plan in the system that helps the student stay on track when registering for classes and provides a completed degree
audit when a student petitions for graduation.

A position was funded by 3SP to provide Taft College, with a designated programmer to oversee and maintain the Degree Works system and to ensure the custom reporting needs of the Student Services area are met. The counselors and advisors will be creating new reports and web interfaces to ask students information and feedback on programs being offered by Taft College. The 3SP programmer will provide support to an area of the college which is expecting to see a large amount of growth as more students enroll at Taft College.

Library

Taft College Library, has been doing several new upgrades and updates to provide students more services and opportunities. As stated at Taft College 40% of our students are online, they are getting all of their research sources online through eBooks and databases via the library. The library implemented EZProxy for authentication to access all databases and eBooks. The computers in the library open computer commons area are the most used computers in the library. Students are using them to access Etudes, Moodle, art students are accessing IMacs. The library also provides computers with High Tech Center software for students with learning disabilities. Installed in 2014 the Library implemented Equitrac printing system and Pay Station so students can add to their print cards without waiting for staff to make change. Future plans in the Library will be to incorporate a high performance printer and expansion of the computer commons as the college grows. Laptops are checked out constantly to students and they will need to be updated/updated to keep up with the demands from the databases and eBooks as well. The resources on the library’s redesigned webpage provide students with 24/7 access to academic resources, help guides, instructions and assistance. The newly updated library catalog is only accessible online, therefore, it must be available at all times and perform consistently. The library provides all students with resources that improve student learning outcomes. Faculty need the library to support their curriculum and provide an environment for research, reflection, and inquiry. The Library has increased in services and has extended its hours to provide dorm and local students the opportunity to further their studies. The Library provides access to eBooks and they are viewed in PDF format and the library has access to over 150,000 of them. A benefit of the 1 GB circuit will be that library patrons can access eBooks and articles in the various databases more efficiently and effectively. Faster access will enable students to work more effectively and efficiently. The databases we subscribe to are very robust with graphics, charts, images, and links from one database to another. All this activity uses bandwidth
Financial Aid

Since the transfer to the new server system we have not experienced any significant issues related to Banner productivity. This has been a huge relief for our staff during peak processing times such as registration. Previously when the system was opened for registration we would experience consistent down time where staff is unable to run processing within Banner. We no longer experience these down times and are able to continue processing student financial aid without interruption. With the new, stable server system we have been able to look to new technology products to implement which will help serve our students more efficiently. One such product in Financial Aid is Blackboard Pay. This product was implemented in just 12 weeks and provides electronic options for student receiving federal financial aid. This enable the college to get valuable financial aid funds in to the hands of students quicker and with more convenience for the student. The National Student Clearing House online transcript system came online at Taft College and now students can go to a computer and submit their request for a copy of their transcripts for purposes of submitting to another school or job application without having to wait in line at a window.

Website Access and Development
**Background:**

In the summer of 2007, the main Taft College website had a yellow background with a green mountain logo as the template for most web pages. Since then the main college template has undergone several redsings.

**Update 2015:**

The Public Information Committee has been reviewing the navigation of the current website and has made recommendations for improvement. The committee has also recommended that an outside vendor be hired to revamp the college website in order to make it more attractive, user friendly, engaging and standardized for all users. Another recommendation from the committee is to create a web and logo standard that will provide the District documentation and branding that can be marketed and established. The website and logo project started this spring and will continue into the summer.

**Maintenance and Operations**

**Background:**

Taft College Maintenance and Operations maintains the college’s individual buildings and provided limited improvements due to low funding opportunities. The college’s lighting systems were controlled by either a time clock system at each building or photoelectric sensor mounted on the buildings. During the nineties installation of individual energy controllers were installed on all building’s air conditioning systems and the central controller was installed in the college phone room and connected to dial up modems.

**Update 2015**

Maintenance & Operations is currently working on implementing a software package to provide a network solution in the management of all heating and cooling systems independent of the main chiller system. This management will provide a cost savings as units that were manually controlled can be monitored electronically for efficiency.
Conclusion:

Since the creation of this plan the college has created an Educational Master Plan, Strategic Plan and Facility Master Plan. These plans work with each other to keep the campus directed to meet the needs of its students. The Education Master Plan works to create a campus and curriculum that will be viable for future students, the Strategic Plan work to bring leadership together, the Facilities Master Plan focuses on the growth and facility needs of instruction and staff.

Working with these plans has provided the campus with structure and opportunities, with classroom equipment replacement, creation of wielding classroom, creation of an Energy classroom and new opportunities that will benefit our students.

Recommendations:

The creation of the Classroom Equipment Replacement Plan was important to the college’s Planning and Budgeting committees, as is the newly proposed Network Infrastructure plan. This plan was created to minimize the financial impact to students as well as to prepare the District for costs that would be ensued as the older equipment begins to reach end of life. With proper planning and implementation, the faculty and students will not lose quality classroom time due to failure of old equipment. As a formula of the Network Infrastructure plan, the highest impact is calculated by the greatest area of need, which would be the college phone system. The phone system takes greatest priority as it is used for the registration of students, emergency contact, and complete daily operations among the campus. The next highest need is for E911 and the network core, the backbone of the system that interconnects the buildings of the college. The last portion of the formula is the age of the construction of the college provided by Measure A funds. Wireless and data switches were upgraded with the construction of each new building, meaning the oldest buildings would house the oldest equipment.

Continued funding of all technology plans will need to be considered each budget year. Placement in Program Review is a step in the process of informing the college leadership that if opportunity becomes available for funding that each plan has ample areas to be upgraded.

Continuing with new projects that are funded by the state will relieve some of the District’s general fund expenditures. One example of a newly state funded project is Open CCCApply, the state’s version of the Xap Corporation’s college application forms that are used by the students to apply to college.

Continued review of the possibility of transitioning from individual computer systems to the use of the Thin Client systems in the classrooms. With the Thin Client system, the bulk of the work and storage is placed on a server that is house separately which will reduce man power hours, as well as energy usage. The 35 units that are currently installed in the classrooms use an average of 450 watts of energy. By removing these units from the classroom and replacing them with the Thin Client, energy consumption would be reduced by 15,000 watts and would no longer be generating 51.210 BTU of heat. The power reduction will also be noticed as a cost saving measure.
1. Taft College 2015 Campus Map
2. **Classroom Inventory Information:**

<table>
<thead>
<tr>
<th>Classroom</th>
<th>Computers</th>
<th>Monitors</th>
<th>Laptops</th>
<th>2015</th>
</tr>
</thead>
<tbody>
<tr>
<td>G8</td>
<td></td>
<td></td>
<td>20 Lenovo Laptops</td>
<td>New Data Projector</td>
</tr>
<tr>
<td>G9</td>
<td>24 Allinone pc</td>
<td></td>
<td></td>
<td>New Data Projector</td>
</tr>
<tr>
<td>G10</td>
<td>24 Lenovo Desktops</td>
<td>24 Viewsonic 19”</td>
<td></td>
<td>New Data Projector</td>
</tr>
<tr>
<td>Science 4</td>
<td></td>
<td></td>
<td>30 Lenovo Tablets</td>
<td>New Data Projector</td>
</tr>
<tr>
<td>Science 6</td>
<td></td>
<td></td>
<td>30 Lenovo Tablets</td>
<td>New Data Projector</td>
</tr>
<tr>
<td>Science 7</td>
<td></td>
<td></td>
<td>30 Lenovo Tablets</td>
<td></td>
</tr>
<tr>
<td>T5</td>
<td>35 Lenovo Desktops</td>
<td>35 Viewsonic 17”</td>
<td></td>
<td>35 Ncomputing systems</td>
</tr>
<tr>
<td>T10</td>
<td>20 Imacs</td>
<td></td>
<td>15 Lenovo Laptops</td>
<td>35 Imacs</td>
</tr>
<tr>
<td>T14</td>
<td>33 Lenovo Desktops</td>
<td>33 Viewsonic 17”</td>
<td></td>
<td>35 Lenovo Allinone PC</td>
</tr>
<tr>
<td>T15</td>
<td>35 Lenovo Desktops</td>
<td>35 Viewsonic 17”</td>
<td></td>
<td>35 Lenovo Allinone PC</td>
</tr>
<tr>
<td>Library Commons</td>
<td>23 Lenovo Desktops 4 Imacs</td>
<td>23 Viewsonic 19”</td>
<td>20 Lenovo Laptops</td>
<td>Created Lib311 classroom</td>
</tr>
<tr>
<td>Library Math Lab</td>
<td>10 Lenovo Desktops 4 Imacs</td>
<td>10 Viewsonic 17”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Library Writing Lab</td>
<td>8 Lenovo Desktops</td>
<td>8 Viewsonic 17”</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSS Hi Tech Lab</td>
<td>10 Lenovo Desktops</td>
<td>10 Viewsonic 17”</td>
<td></td>
<td>9 Lenovo Allinone PC</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1 Apple Imac</td>
</tr>
</tbody>
</table>
3. **Equipment Replacement Plan**

The Information Technology Committee recommends the following minimum replacement schedule:

*Instructional Classroom Equipment Plan.*

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Minimum Replacement Cycle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Classroom Desktop Computers</td>
<td>4 Years</td>
</tr>
<tr>
<td>Classroom Carts (laptops, iPads, tablets)</td>
<td>4 years</td>
</tr>
<tr>
<td>Faculty/Staff Desktop Computers</td>
<td>5 Years with an interim evaluation</td>
</tr>
<tr>
<td>Servers/Blades/Upgrades</td>
<td>4 Years</td>
</tr>
<tr>
<td>Mouse/Keyboard</td>
<td>As Needed</td>
</tr>
<tr>
<td>Monitors</td>
<td>4 Years</td>
</tr>
<tr>
<td>Network Capable Printers</td>
<td>7 Years</td>
</tr>
<tr>
<td>Non-network Capable Printers</td>
<td>Replace with Network Capable Printers</td>
</tr>
<tr>
<td>Audio Visual Classroom Systems</td>
<td>7 years</td>
</tr>
</tbody>
</table>
NAME OF COMMITTEE
Information Technology Committee

ROLE OF THE INFORMATION TECHNOLOGY COMMITTEE:

The Information Technology Committee serves as the central focal point to examine technology planning and operations at Taft College. The Committee provides a forum for input from all campus constituents and acts as a resource with regard to technology planning and operational effectiveness. The Committee receives input, recommends areas of interest, analyzes technology effectiveness, and makes recommendations regarding technology-related matters including campus technology training needs. The Committee leads the development of the Technology Master Plan and provides annual updates to the plan.

SPECIFIC RESPONSIBILITIES:

1. Coordinates technology plans and technology related operational issues
2. Leads the development of the Technology Master Plan.
3. Reviews technology-related policies and procedures and serve as a communication link to campus constituents regarding campus technology.
4. Gathers data, deliberate and make recommendations including new or revised policies and procedures to address technology use on campus.
5. Assesses the need for technology training and make recommendations to the Staff Development Committee.
6. Evaluates, discusses and recommends technology solutions to support student success and college operations.
7. Serves as a point of contact for member of the campus community who wish to provide input on technology applications and infrastructure on the campus.
8. Advises the Superintendent/President and other college committees regarding issues relating to campus technology.

MEMBERSHIP REPRESENTATION:

The Information Technology Committee consists of:

Director, Information Services (Co-Chair)
Coordinator, Distance Learning (Co-Chair)
Superintendent/President
VP Instruction
VP Student Services
Academic Senate President
Human Resources Representative
Library Representative
Information Services Representative (min of 2)
MEMBERSHIP AND MEETING POLICIES:
The Director of Information Technology Services and the Coordinator of Distance Learning co-chair this committee. The Information Technology Administrative Assistant communicates the dates, times and meeting locations for the committee, and is responsible for taking and distributing minutes.

MEETING SCHEDULING
The Committee shall meet on a monthly basis.

Guiding Principles for all Governance Council Committees:

The Committee Leaders Promise to:
• Be Ethical in all of their actions
• Have Integrity
• Be Enthusiastic in matters pertaining to the Committee
• Be Knowledgeable about the issues pertaining to the Committee
• Lead by example
• Encourage others

The Committee Members Promise to:
• Know the Committee procedures
• Know the expectations being placed upon them
• Know the mandates pertaining to the Committee’s charge
• Take individual responsibility
• Be committed to doing the very best they can do

All of the Committees will:
• Evaluate their performance at the end of each academic year
• Review the Committee Charter at the beginning of each academic year

The Guiding Principles are evaluated annually at the same time as the Committee Charter

Date Reviewed by the Governance Council 12/12/14
(Under Review)

1. **Computer and Network Use Procedure**

   I. Introduction
   II. Definitions
   III. Scope
   IV. Rights and Responsibilities
   V. Appropriate Use/Guidelines
   VI. Inappropriate Use
   VII. Privacy
   VIII. Enforcement
   IX. Indemnification/Liability Statement

I. **Introduction**

The District is committed to providing access to computing resources to all current employees. In order to comply with federal and state regulations, laws, and harassment mitigation policies, the District is establishing these procedures for the appropriate use of District Systems.

II. **Definitions**

   A. “District Systems” means all District owned and maintained electronic technology including, but not limited to, computer hardware and software, electronic devices such as tablet computers, smart phones and cell phones, telephone and data networks (including intranet and Internet access), e-mail systems, and electronically stored data. The definition of District Systems expressly includes access to District data networks, including intranet and Internet access, and District e-mail systems, from devices owned by a User or the District, whether on or off District property.

   B. “System Administrator” means staff employed by the District whose responsibilities include system, site, or network administration and staff employed by the District departments whose duties include system, site or network administration. System Administrators perform functions including, but not limited to, installing hardware and software, managing a computer or network, and keeping District Systems operational.

   C. “User” means someone who does not have System Administrator responsibilities for District Systems.
D. “User Account” means the combination of a user number, user name, or user ID and a password that allows an individual User access to District Systems.

III. Scope

This policy applies to any employee who uses the District Systems. This policy applies to all use of and access to District Systems from off campus and on campus, as well as access to District Systems from privately owned computers and electronic devices.

IV. Rights and Responsibilities

Use of District Systems is a privilege governed by certain regulations and restrictions as defined by the District as well as all applicable federal, state and local laws.

This administrative procedure will govern use of the District System by District employees as indicated in Board Policy 3720. The User agrees to abide by the regulations set forth in this policy. This means that the User agrees to behave responsibly according to the standards established by the District and this document while using District Systems. Conduct that violates this policy is listed in Section VI. Inappropriate Use.

V. Appropriate Use/Guidelines. Activities deemed to be appropriate uses of District Systems include the following:

A. Instructional Use:
   1. Use in classroom instruction.
   3. Research connected to academic and instructional concerns and interests.
   4. Communication with colleagues, students, and professional organizations and institutions if such communications are related to the business of the District.

B. Administrative Use:
   1. District administrative and business communications and transactions.
   2. Communication with colleagues, students and professional organizations and institutions if such communications are related to the business of the District.
   3. Research tied to District concerns and interests.
VI. Inappropriate Use. District Systems are shared and limited resources. All users have an obligation to use these resources responsibly. Certain activities are prohibited, including but not limited to:

A. Unauthorized use of a User Account.
B. Using District Systems to gain or attempt to gain unauthorized access to any computer systems, or gaining or attempting to gain unauthorized access to District Systems themselves.
C. Connecting unauthorized equipment to the District Systems.
D. Unauthorized attempts to circumvent data protection schemes or uncover security loopholes within or outside of District Systems. This includes creating and/or running programs that are designed to identify security loopholes and/or decrypt intentionally secure data.
E. Knowingly or carelessly performing an act that will interfere with the normal operation of computers, terminals, peripherals, or networks, whether within or outside of District Systems (e.g., deleting programs or changing icon names).
F. Knowingly or carelessly running or installing on any District Systems, or giving to another user or using District Systems to transmit, a program intended to damage or to place excessive load on a computer system or network. This includes, but is not limited to, programs known as computer viruses, Trojan Horses, and worms.
G. Deliberately wasting/overloading computing resources on District Systems, such as printing too many copies of a document.
H. Violating terms of applicable software licensing agreements or copyright laws on District Systems.
I. Violating copyright laws and their fair use provisions using District Systems through inappropriate reproduction or dissemination of copyrighted text, images, etc.
J. Using District Resources for commercial activity, such as creating products or services for sale.
K. Using electronic mail via District Systems to harass or threaten others. This includes sending repeated, unwanted e-mail to another user.
L. Initiating or propagating electronic chain letters via District Systems.
M. Inappropriate mass mailing via District Systems. This includes multiple mailings to newsgroups, mailing lists, or individuals, e.g. "spamming," "flooding," or "bombing."
N. Forging the identity of a user or machine in an electronic communication via District Systems.
O. Transmitting or reproducing materials that are slanderous or defamatory in nature or that other-wise violate existing laws or college regulations via District Systems.
P. Attempting to monitor or tamper with another user's electronic communications, or reading, copying, changing, or deleting another user's files or software via District Systems without the explicit agreement of the owner.
Q. Transmitting pornographic material via District Systems.
R. Pirating of computer software via District Systems.

VII. Privacy

Users of the District Systems, including the Internet and email, should not expect, nor does the District guarantee, privacy for e-mail or any use of the District Systems. The District reserves the right to access and view any material accessed or stored on District Systems or any material used in conjunction with its District Systems even if that material is stored on a device that is not owned by the District. Employees are also reminded that electronically generated content produced by District employees may also be subject to the California Public Records Act, and may be subject to public disclosure.
The District does not routinely engage in active key word monitoring or search of emails and contents submitted, however, the District reserves the right to monitor the usage of all District Systems to ensure compliance with this policy, college policy, and federal, state and local laws. User files and information on District Systems may be subject to search by law enforcement agencies under court order if such files contain information which may be used as evidence in a court of law.

District Users are expected to comply with copyright and intellectual property laws.

Users who become aware of any violation of this policy should notify the proper authorities. These authorities include the appropriate administrator, the Office of the President/Superintendent, and/or the local police.

VIII. Enforcement

Violations of this policy will be reported to the appropriate administrator and, if warranted, the appropriate civil authorities. Non-compliance with this policy may also result in cancellation of a User Account and loss of access to District Systems, adverse employment actions, and legal action.

IX. Indemnification/Liability Statement

The District makes absolutely no warranties of any kinds, either express or implied, for the District Systems it provides. The District will not be responsible for any damages suffered by Users, including, but not limited to, any loss of data resulting from delays, non-deliveries, user errors, hardware or software failures, or service interruptions caused by the District’s Systems. The District does not service personal computers nor provide technical support for personal devices.

Use of any information obtained via the District’s Systems is at the User’s own risk.

The District is not responsible for any damage to your personal electronic devices due to any power problem while on campus, or interaction with the District Systems. Further, the District is not responsible for damage or theft of electronic devices under your control.

The User agrees to indemnify and hold harmless the District, the Board of Directors, and District employees from and against any claim, lawsuit, cause of action, damage judgment, loss, expense, or liability resulting from any claim, including reasonable attorneys’ fees, arising out of or related to the use of the District Systems. This indemnity shall include, without limitation, those claims based on trademark or service mark infringement, trade name infringement, copyright infringement, defamation, unlawful discrimination or harassment, rights of publicity, and invasion of privacy.